Curriculum Vitae

UCAPEX

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Jonathan Onephandara

General information

Birth date	July 23rd, 1985
Nationality	Frenchwoman

Technical skills

- **Environment**: Windows, Linux, AS400.
- **Development tools:** C, C++, Visual Basic, COBOL, Delphi, XML, Java, Struts.
- **Internet**: HTML, PHP, Java Scripting, Ajax, CSS, JSP, Flash.
- **Databases**: SQL, PL/SQL.
- **Tools**: Oracle, MySQL, Visual C++, Visual Basic, Eclipse, Solid Works, Photoshop.
- **Methodology:** Merise, UML, MACAO.
- **Office tools**: Word, Excel, Access, Power Point.
- **Reporting**: Hook Carryforward, Business Objects.
- **HP OpenView**: ServiceCenter 6, ServiceManager 7 & 9, Connect-It, AssetManager.

Diplomas

- **2007**: Professional license OCHREOUS CLAY "Software engineering" with the IUT René Descartes Paris 5.
- **2006**: Informatique HAD with the IUT René Descartes Paris 5.
- **2004**: 1e Year DEUG MIAS at the University of the Marne the Valley of Fields On the Marne.
- **2003**: Baccalaureat Technical and Industrial Sciences Electronic Engineering (Mention Rather Well) at the high school René Cassin in Noisiel (77).

Languages

	Writing	Lu	Spoken
French	Mother tongue	Mother tongue	Mother tongue
Vietnamese	Mother tongue	Mother tongue	Mother tongue
English	Intermediary	Intermediary	Intermediary
Spanish	school	school	school

UCAPEX - Since 2008

Job function:	**Integrating consultant Service Manager 7.x**
Employer:	**UCAPEX**
Roles and Responsibilities:	Developments Specific development in Javascript, XML for SM701 for UCAPEX and customers UCAPEX

The Council and analyzes for migration on the Gestion module of the requests for Air France.

-                                  data integration via Web Services.

HP trainer: SC6.x , SM7.01 , SM710 , SM9.x: Essentials - Tailoring - Advanced and Request Management training

Standard or customized Trainings

Some customers: *Accenture, L'OREAL, LAPHP, EDF, Nestle, Rexis, Orsyp, Devoteam, Natixis, HP, Areva, FITEC, European Commission, LOGICA, Banque Populaire, TRSB, AXA, Econocom, Synopse, Ministère des finances Française, Air Liquide, Française des Jeux, Société Générale, BT.*

-                                  Creation of structure of online help for projects customers.

Missions

Job function:	**Integrating consultant Service Manager 7.x**
Mission:	**ERDF** - Project PEPIT' O
Duration:	Since March 2011
Roles and Responsibilities:	o Installation of the processes of Service center, Incidents, Requests, Changes, Problems.

-                Specific development in Javascript, XML
-                The Council and analyzes on the specific processes ERDF, participation in the workshops.
-                Training of junior to the development SM.

Job function:	**Integrating consultant Service Center 6.x**
Mission	**EDF** - SCOPE Project
Duration:	March 2010-February 2011
Roles and Responsibilities:	o Developments

-                Specific development in Javascript/RAD
-                The Council and analyzes on the ServiceCenter evolutions

o   Data administrator on AssetCenter/Connect-It

o   Management of reports under Business Objects

EDS - June 2007-June 2008

Missions

Job function:	**Integrating consultant ServiceCenter 6.x, 5x**
Mission:	**The Frenchwoman Of the Plays** - Sphinx Project - KHEOPS
Duration:	September 2007-June 2008
Roles and Responsibilities:	o Development on the processes of Service center, Catalogues Services, Gestion of the configurations, incidents and requests.

- Management of the profiles
- Installation of the Catalog of Services and Requests.
- Specific developments for the customer
- Management of approvals
- Recasting of the paper forms

o Creation of scenario with Connect-It to interface ServiceCenter with other offsite applications

o Specific development of the engine RAD on the 2^e application in ServiceCenter 5.

Job function:	**Integrating consultant ServiceCenter 6.x**
Mission:	**The RATP** - Project ASTRID 3
Duration:	June-August 2007
Roles and Responsibilities:	o Development on the processes Management of the configurations, incidents.

o Creation of scenario with Connect-It to interface ServiceCenter with other offsite applications

PSA Peugeot Citroën - **July-August 2006**

Job function:	**Technician analyst/programmer**
Department/Service:	International direction from IRAN in Paris
Roles and Responsibilities:	Development of a base of price in PHP/MySQL allowing the automatic management of invoices, calculations of forecast, search for anomalies.

KHEOPS ORGANIZATION - **April-June 2006**

Job function:	**Technician analyst/programmer**
Employer:	KHEOPS ORGANIZATION
Roles and Responsibilities:	Development of an Intranet/Extranet in PHP/MySQL allowing to the customers the online order lines xDSL according to the selected provider.

PSA Peugeot Citroën - **August 2005**

Department/Service:	Commercial department with the service Gone Budget and Animations in Paris
Roles and Responsibilities:	o Statistics on the PEUGEOT registrations in France.
	o Upgraded contracts of the PEUGEOT Dealers.
	o Comparison of Excel files in order to facilitate upgraded.