

Nicolas Mansard

ECM/UNIX/Storage Engineering

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What am I Looking for?

“After seven years in Ireland working in International Environments within the largest IT companies, I have decided to move back in France and join an international insurance company where my experience and skills are used on a daily basis to conduct projects, ensure the business continuity, and develop solutions to help them acquiring the most efficient IT structure and delivery solutions.”

What am I doing today?



08 September 2010 – present day - Aviva insurance France and Europe - Paris / France:

AIX Engineering (2010 – 2013) :

Aviva insurance is the fifth largest insurer in Europe providing almost 57 Million customers in Europe and North America.

Member of the UNIX and Storage Infrastructure team, my first assignment is to maintain the ECM FileNet system running with AIX and using an EMC VMAX engine.

This EMC system contains the entire French customer’s accounting details totalizing almost 100 millions of electronic documents. My FRENCH role as a member of the FR UNIX team is to maintain, upgrade and plan the Aviva’s UNIX infrastructure made of 20 AIX LPARs and 20 Virtual linux, including VIOs, NIM servers on a daily basis.

European Data Coordinator (2013 – 2016) :

As of 2013 I became in charge of all the Aviva Cloud storage (Aviva France, Spain, Italy, Poland) in charge of allocating space, manage the arrays, upgrades and daily administration. The Cloud is made of :

- 2 VMAX3 100K
- 2 VNX 5200
- 2 VNX 5800/7600
- 2 VPLEX clusters

I also attended the following trainings :

- AIX Administration
- AIX advanced Administration
- AIX / Install Upgrade
- EMC VMAX configuration (2014/2016)
- EMC VMAX Business continuity (2014/2016)
- EMC VNX Management (2014/2016)
- VPLEX Management (2016)

With this new role I am to use my spoken and written english on a daily basis.

<http://www.aviva.com/about-us/aviva-worldwide/france/>

“Briseann an dúchais tri shúile an chat” - - “The true nature of someone is revealed through their eyes”

What I did before?



January 2007 – 1st September 2010 – IBM International - Dublin / Ireland:

Content Manager Engineering team.

IBM content management software are used by the biggest companies, banks and insurances all over the world. My role is to assist Customers engineering teams and ensure the business Continuity of our Platforms:

- IBM Image Services and third parties: ISRA, IDM, Capture, NLS, HPIL, MRIL
- IBM P8 BPM Engines and third Parties, RM, RC, EM, Verity CBR.
- Storage: EMC Centera, Hitachi SAN&NAS, Optical Disk Storage, Magnetic Storage (Disk Array).

Daily, we provide solution and guidelines about customer's production systems and on-going projects. Those have been previously tested in our heavy-lab live environments. We ensure maintenance operations, procedure for install / upgrades and bug researches. We also answer for emergency and/or production down situation which involve knowledge and skills on cross-referenced products such as Oracle, HPUX, Solaris, BSD, Jboss, BEA products, ASP, MS OS, MS SQL. Finally I am member of the Critical Situation teams (Crisit) which investigate critical issues for one customer business using world-based IBM ressource. Dedication, autonomy, responsibility, cold-blood, and constant education are keys to successfully accomplish this role..

<http://www-01.ibm.com/software/data/content-management/filenet-content-manager/>



August 2004 – December 2006 – Hewlett-Packard – Dublin / Ireland:

Technical leader for the French oil company, Group Total Fina Elf, European support.

The support was split in two division's Level 1 support and the level 2. My role was to lead this level 2 and ensure the integrity of the Level 1. This Level 1 was covering 10 countries over 5 languages for 35000 office users and 5000 traveling users. It was in charge of the day to day IT support; providing answers, advices, investigating issues, and managing credentials

The level 2 role was more extended; the first part was to provide escalation for the level 1. Beside this, the support was in charge of the Total VIP community, around 200 persons. We were covering all topics such as emails servers and clients', crash analysis, traveling users' escalation (including laptop, PDAs, communicating devices). The second role was to provide testing and reports for upcoming software release, new versions of materials and new IT buying'.

My role was to assist the level 2 team based on my opinions, skills, and experience on their daily IT work. As the tech lead I was the last escalation for the level 2 agents and the main contact for Total Fina France; doing 3 weekly meetings with the IT management, reporting general issues, commenting the reports about our testing and analyzing the support result charts. I was also in charge of the Level 1 & 2 hiring, leaves & holidays management, and solutions report approval. This role developed my management skills; I learned how to react showing cold-blood in various situations, and manage day to day personal issues.

<http://h20219.www2.hp.com/services/cache/457080-0-0-225-121.aspx>

...And when I was younger?



ARIUS
GROUPE BNP PARIBAS

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My student life!

2016 – EMC Training : VPLEX Management, VNX Management, VMAX3 Configuration & business continuity

2013 - 2015 – Engineering School, free candidate, MASTER II.

2013 – EMC Training Symcli, VMAX configuration and advance configuration

2011 – AIX Administration and advanced administration

2007 – 5 weeks in the IBM Los Angeles Training centre, All Certifications on IBM P8 obtained

2006 – 4 weeks in the IBM Los Angeles Training centre, All Certifications IBM Image Services obtained

2005 – Microsoft MCSE Training.

2002 – French First IT Degree (BTS level) with networking specialty

2000 – French leaving cert – Scientist

What I speak!

Languages: *French – native tongue*
 Spanish – Basic level
 English – Fluent – Spent 7 five years in Ireland working with international teams

What I am good at!

IT skills: *Windows 2003 (Trained to MCSE while in Hewlett Packard)*
 FileNet IS/P8 (Former employee, 20 certifications)
 Linux (daily use for the last 10 years)

Personal work: *Work on FreeBSD since several years.*
 Active participation on AIDS / Cancer / Muscular disease researches through WorldGrid. Microsoft

Recent work

AIX 5.3/6.1 Install Upgrade through NIM servers
ECM platform upgrade with Oracle R12 and FileNet
Websphere migration across 3 lpars and node agent
S.A.S. migration
Experience of full disaster operation with recovery
Datacenter refresh (2012)
Datacenter refresh (2015)
Fiber switch migration (Brocade)
EMC VNX 2 stage migration : VG > 5800 and 5800 > 7600

My spare time activities

Own activities: *Juggling, Cinema & music goer, Contemporary-history addict,*
 Practice sport several times a week, fitness, gym, running.
 Certified diver, biker (Ducati).

Various: *French & Irish driving license, Did the French army readying at the Vincennes Camp – Paris –*
 Reference on demands.

Blog: <http://www.axilia.org>
Website: <http://nicolasmansard.fr>

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