



# BENJAMIN LAMBERT

## SENIOR IT ANALYST WEB DEVELOPPER

### PERSONAL PROFILE

I am an IT analyst with large experience in support for all kind of customer, structure and condition.  
Passionate in the web development, I studied and started practising to move into professional.

### WORK EXPERIENCE

#### IT Analyst Senoir

Nato CIA | Feb 2019 - present

- Service Center level 1-2 - Customer oriented - ITIL
- Working in a High Security based environment
- Virtualized application, Remote application, VPN, ...

#### IT Analyst

NATO | Sept 2010 - Jan 2019

- Software/Hardware Support-Maintenance
- Managing an IT Kiosk + Staff for direct customer support
- Call taking, Mailbox, direct customer support

#### Community/Team Manager (free)

Gameforge | 2005 - 2010

- Large gamers/customers community management
- Moderation + Voluntary staff management (10-20 people)
- Board and Game Servers Management + QA

### EDUCATIONAL HISTORY

#### Université de Strasbourg

Développeur web des systèmes d'information et de communication | 2016 - 2017


- Gestion du Web / multimédia et webmaster
- HTML, CSS, CMS, PHP, JS, Framework,Json, ...

#### IFAPME

Conseiller Technique PC et Réseaux | 2007 - 2009

- Hardware Support, Windows installation/maintenance
- Networking (Basics)
- IT and Network Security (Basics)

### CONTACT ME AT

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### SKILLS SUMMARY

- IT Analyst-Consultant
- IT Support level 1-2  
Hardware/Windows
- Customer service  
French-English / VIP service
- International work context
- Web manager/developper
- Mobile Device Management

### SPECIAL EXPERIENCE

 International event IT support

 French - English

 NS Security Clearance owner