

Software Engineer
3 ½ years of experience
on billing and customer care systems for telecom operators

Activities

- ⇒ **Analysis and design**
- ⇒ Proposal writing
- ⇒ Specification
- ⇒ Development

Functional domains

- ⇒ Telecom – customer care
- ⇒ Telecom – activation
- ⇒ Telecom – portability

Technical skills

- ⇒ **Java, PL/SQL**, Unix Shell, PHP, Javascript
- ⇒ XML, XSLT, XHTML
- ⇒ UML

Language skills

- ⇒ **French** (native speaker)
- ⇒ **English** (fluent)
- ⇒ German (notions)

Experience

- April 2008 – Now Software Engineer for Capgemini Télécom & Média**
- January 2014 – Now Retro-engineering and study of an existing C++ program, interfacing with an external ETL module based on AbInitio.
- August 2011 – Febr 2012 Implementation of change requests on the billing and customer care system of Futur Telecom.
⇒ Specification, development, support during validation/acceptance.
⇒ BSCS iX, Java, PL/SQL, Unix Shell.
- Febr 2011 – August 2011 **Conception and development of a common solution** for three MVNO (Futur Telecom, La Poste Mobile and Mobisud), in order to adapt their information systems to the evolution of the inter-operator interface that manages mobile numbers portability : the file-exchange-based communication system was replaced by a **webservice**-based communication system, and the overall processing time was reduced.
⇒ **Technical and functional expertise** throughout the project, in a rather heavy context: strict external requirements, tight planning, multiple contacts (3 clients and 1 other contractor).
⇒ **Requirements analysis and solution design**, proposal writing, specification, development, support during validation/acceptance/release.
⇒ BSCS iX, Java, PL/SQL, Unix Shell.
- March 2010 – January 2011 Adaptive maintenance on the billing and customer care system for three France Telecom subsidiaries (Mobistar, Orange Caraïbes and Orange Dominicana).
⇒ Collaboration with the indian offshore team, communication and documentation in English.
⇒ Request changes analysis and solution design, proposal writing, development and management of change requests, analysis and correction of defects drafting and execution of test plans.
⇒ BSCS v5 & v8, C++, C, PL/SQL, Unix Shell, Java.
- April 2008 – October 2009 Development of the billing and customer care system of Futur Telecom.
⇒ Development, analysis and correction of defects, drafting and execution of test plans, corrective maintenance.
⇒ BSCS iX, Tomcat, Java, JSP, PL/SQL, Unix Shell, C++, C, Pro*C.

Education

- Sept 2004 – Sept 2008 École polytechnique**
- Sept 2006 – Sept 2008 Master “Ingénierie des Systèmes Industriels Complexes”, filière systèmes d’information.
⇒ MS “conception & management of complex informatic systems”, option information systems.
⇒ Training for future architects and project managers, specializing in information system modelling: analysis, design, development...
⇒ Computer science, Information systems, Project management.
- Sept 2004 – Sept 2008 “Ingénieur Polytechnicien” program.
⇒ High-level multidisciplinary scientific education, completed by a Master of Science degree.

More...

For more information on my professional experiences or my hobbies, please visit <http://laure.foessel.info>.