Sebastien Chapelain

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EXPERIENCE

Data center technician ⋮ Jul 2024 / Aug 2024 ⋮ Belgium
Client: *Google*

- Executed prescriptive and repetitive data center operations tasks (e.g., maintenance, deployment, networking)
- Deployed and operated new data center infrastructure while following established procedures and security policies.
- Troubleshoot and diagnosed routine issues with equipment and infrastructure, escalating complex issues as needed.
- Performed preventative maintenance, repairs, and part replacements on machines and equipment.
- Supported Environmental Health and Safety (EHS) initiatives to ensure compliance and resolve safety incidents.
- Maintained data security and integrity, tracking media to prevent and address potential security issues.
- Collaborated with software engineers to resolve data center software issues and contributed to process improvements.
- Documented processes and conducted learning sessions to align team members with data security standards and enhance efficiency.

IT Support/Helpdesk ⋮ Contracts ⋮ sep 2021 / Aug 2023 ⋮ 1 year - 11 months - Belgium
Environment: Jira, Windows, Mac, Linux, Hardware, Software, Networking, repair, ITSM

- Provided timely support for hardware (PC/Laptop), software, and basic network-related issues (WIFI / LAN).
- Relocation of users to new workstations including moving and connecting equipment. (IMAC)
- Configuration and installation of computers/OS/Software etc.
- PC (Desktops/Laptops/tablets/smart devices) - Hardware and Software Troubleshooting
- Ability to resolve Windows 10 Operating System Errors
- ITSM Tool Set (Jira) - Correctly track incidents and calls timely & accurately
- Basic Knowledge of Microsoft Active Directory
- Implement virus detection and eradication procedures
- Diagnose printer and other peripheral device failures and implement solutions
- Provide installation and upgrade services of supported hardware and software

QA Analyst & Information System Tester ⋮ Contracts ⋮ Feb 2016 / Aug 2021 ⋮ 5 years - 6 months - Belgium & Europe
Clients: *Veepee, Game Lounge and several SME*

Environment: Jira, JS, HTML, CSS, QA, Tech/AI, Software, SQL, Windows, Linux, Web, Management

- Resolving bugs prior to product launch and suggesting new workflow processes to improve SDLC process
- Collaborate with Stakeholder, Product Owner, Developper and IT Test Lead to ensure great communication and relation between departments.
- Identified defects/bugs in multiple environments and throughout all phases of the development life cycle.
- Proficient in creating and executing test plans, test cases, test scenarios and test scripts.
- Performing testing on websites front ends, mobile applications and application back-ends including the following types of testing.
- Understanding and ability to do Soak, Smoke, Stress testing, Regression and Destructive testing.

- Conducted comprehensive testing of information systems, including functional, performance, and security testing, to ensure compliance with technical and business requirements.
- Collaborated with development teams to identify, document, and track software defects, providing detailed feedback for timely resolution and quality improvements.
- Developed and executed test plans, test cases, and scripts for system validation, enhancing efficiency and accuracy of the testing process.

Assistant Lead QA / Assistant Sys Admin / QA Network ┊ Oct 2014 / Jul 2015 ┊ 10 months - Canada Montreal

Client: *Warner Bros*
Projects: Batman Arkham Knight, Dying Light, Mortal Kombat X, Shadow Of Mordor

Environment: Jira, Gaming, Lead, Management, Dev Kits, Wireshark, Shundra Modeler, Certification, Console, PC

·Technical support to the System administrator: Network performance testing and troubleshooting on different projects
including : Latency, packet loss, Installed and configured computer hardware, operating systems and applications, including Dev Kits.
·Assistant Lead for the Network team and assigning tasks to team members Supervised and trained existing QA employees on tools and processes work across disciplines to help drive projects to completion.

·Developed and detailed step-by-step the necessary documentation (user's guide, best practices) for testing tools and restructured and reorganized the Test cases,bug reports and bug guidelines.
·Perform requested duties beyond the expected requirements to maintain high standards in our QA teams.
·Managed, tracked existing issues and provide resolutions
·Analyzed and tracked progress of the testing projects for the network testing.

·Reported any issues, bugs, software flaws, design and guideline-related issues
·Technical support of tests and first party certification

Localization Analyst ┊ Jun 2014 / Oct 2014 ┊ 4 months - Canada Montreal

Client: *Keywords Studios*

Projects: Projects: Disney Infinity 2.0, Minecraft, The walking Dead

Environment: Jira, Gaming, Mobile, Localization, Traduction, Certification,Console

· Certification and Compliance on different platforms.
· Responsible for translating English to European French.

Graphic Designer & Adviser / Production Assistant / Web QA ┊ Contracts ┊ Jan 2009 / Mar 2013 ┊ 4 years - 3 Months

Clients: *Channel, Lola & Liza, Nexpresso, Galak, Camelon and Several SME*
Environment: Jira, PC, Mac, Adobe Suite, Design, Art, QA, Web, Production, Management

·Created infographics that boosted social media shareability and presence and increased CTR by 20%. (E-communication &
 E-commerce (Facebook, Twitter)).
·Produced more than 150 reusable design templates using Photoshop & illustrator, saving designers around 4 to 5 hours per week.
·Translated Clients and users feedback into marketing values and design to drive the loyalty of our customers and increase client
 revenue while ensuring professionalism.
·Edit high-volume pictures daily (400 pictures/day) ensuring top quality of each individual or objects as well as Setting up Lighting and
 equipment strategically and efficiently to obtain high quality sets for the photographs and models

SKILLS

- Javascript, HTML/CSS, Excel, FOSS
- Astro, Svelte
- Bootstrap, Bulma, jQuery
- GitLab, GitHub, Agile
- Python (in progress)

- Jira, Service Now, Backlog, QaWolf, UI, Web
- Git, VsCode, NeoVim
- W7/10/11, Linux Debian/Pop!Os/Mint, Mac
- Figma, Photoshop, Illustrator

EDUCATION

- **Software Developer Certification: Bachelor (EQF6) - BAC +4**
  OpenClassrooms, France · 2020

- **Art & Special Effects - Bachelor - BAC+3**
  Belgium · 2007

Compostela Certificate

Certification

- Comptia A+ / CC²
- MCA Server 2012
- TEFL C1 - C2
- Iso27001 (in progress)
- SOC I THM (in progress)
- CISA (in progress)