

Borja Bosch Fernandez

Barcelona 28.12.1991

Married

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Passionate IT analyst, my dedication is to provide the best results as an individual as well as a team member. Qualities such as fast learning, good and clear communication and a sense of organisation give me the ability to adapt to any environment and work actively among any team.

Thanks to my technical background and my social skills I easily connect team members to deliver a constructive and complete output. In order to achieve a good result, I incline myself towards ethical values such as commitment, honesty and integrity; as well as professional values such as customer focused, solution oriented mindset and teamwork.

Professional Experience

05.2016 - Current: Demand Management Officer at NMBS B-IT / YPTO

Fulfillment of all non standard IT business demands in a public and private sector, including technical analysis and evaluation, coordination with enterprise architects, purchasing teams, budget owners and follow up on service providers and contracts (Special focus on requests with urgent or critical SLAs).

02.2016 - 05.2016: 2nd Line Engineer at NMBS B-IT / YPTO

Second line support, including network environment, internal applications and asset management. Focus on request fulfillment phase, ITIL implementation and process design. Interesting projects included support in deployment of IBM Bigfix and the coordination for the migration and update of the Autodesk environment (software acquisition + server migration + software deployment) of the Belgian National Railway Service.

2016 - Current: IT Consultant at We Fix IT

Main focus on consultancy in IT Service Operations with projects at YPTO / NMBS B-IT and side trainings as well as workshops on IT certifications.

2014 - 2016: End User Services Analyst at Pepsico International Company BIS (Belgium)

WER Sector (Western Europe Region) (4000 Users).

First line support and coordination with back line teams in 4 languages, in an international environment, including support and follow up of network environment, access management and troubleshooting internal applications. Focus on Risk Management for Critical Incidents among the 1st line. Organisation and Key Speaker of Roadshows for the implementation of new IT tools, including workshops and presentations in different Pepsico offices over Western Europe.

2013 - 2014 : 2nd line Team Leader Assistant - ICT Agent at IPG

Management assistance in the 2nd Line team (network coverage structure) for the Test Cell for the project VOO Mobile, environment of 10.000 users, with a previous evaluation based on beta testers. Main tasks included coordination with network architects in poland and the coordination of team resources. After a year of evaluation and reporting, the project entered the implementation phase and was delivered with no SLA breach.

2011 - 2012 : “ITCS Management Assistant ” at WCO (World Customs Organisation).

A polyvalent role within the IT Team (5 members) with main focus on Online Services and Asset Management in an international organization with 250 employees of 180 different countries). Challenging projects included the migration of the Intranet and Website into Sitecore while maintaining availability for international summits and respecting SLAs.

Education

2016: ITIL Service Operations

2015: ITIL Foundations v3 Certification

2012 - 2013: Political Sciences at “UCL” (“Université Catholique de Louvain”)

2009 - 2011: Informatic Sciences at “UCL” (“Université Catholique de Louvain”)

2009: Summer Program with selective branch: Economy and Communication at “Oxford University”.

2008: Graduated from the European School III - Brussels (Spanish Section + 2nd language German +3rd language English) with Scientific Branch.

Languages

-Spanish: Fluent (Written + Oral) (Mother tongue)

-English: Fluent (Written + Oral) (Mother tongue)

-French: Fluent (Written + Oral)

-German: Fluent (Oral) + Very Good (Written)

-Dutch: Good (Oral + Written)

-Italian: Very Good (Oral)

References

Mr. Jan-Pieter Van Impe: Head of Demand Management Office and Workplace Management at NMBS B-IT / YTPO

Ms. Heather Sadler: IT Service Lead and Risk & Compliance Manager for Pepsico Western Europe

Mr. Cedric Charpentier: Senior Team Coach at IPG

Ms. Gozde Susuzlu: Web & Online Services Manager at World Customs Organization