

## Nicolas Banh

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### WORK EXPERIENCE

March 2022 – Currently      **Network Operating Center Engineer** at Bandwidth

- Monitoring and troubleshooting of network alerts with **ServiceNow, Ribbon, Datadog, Opsgenie, Checkmk, Empirix, LogicMonitor, Snowflake, ...**
- Project management with **Atlassian Jira**
- Upkeeping of documentation through **Atlassian Confluence**
- Configuration of **Asterisk (PBX)**



Feb 2019 – Dec 2020      **Operational Manager** at La Cité du Dragon (Family business)

- Financial analysis and optimization
- Recruitment interviews
- Price negotiation with providers
- Team and resources management



Jan 2018 – Jan 2019      **Network Operating Center Engineer** at Voxbone

- Monitoring of network status with **Kibana**
- Issue solving of tickets submitted by customers through **Zendesk**
- Troubleshooting of SIP packets issues using **Wireshark**
- Analysis of audio spectrum with **Audacity**
- Usage of the Ubuntu terminal to make **SQL requests**



Dec 2015 – Dec 2017      **Lead Manager** at Voxbone, Brussels (Belgium)

- Lead Management with **Zoho CRM**
- Optimization of workflows through custom-designed scripts
- Attendance of business meetings



Jan 2012 – Nov 2015      **Lead Manager** at Odoo, Brussels (Belgium)

- Lead pre-qualification and dispatching
- Sales data analysis and reporting (with **Odoo CRM** and **Google Analytics**)
- Creation of marketing campaigns
- Activation of new partners in the Odoo back end (including Port Cities, Dynapps, Apik, ...)
- Lead Management efficiency optimization through custom-designed filters in **Odoo CRM**



## LANGUAGES AND COMPUTER LITERACY

**English:** full proficiency C2

**French:** full proficiency C2

**Japanese:** Business (N2 Level)

JLPT N2 successfully passed in July 2024 (Registration Number: 24A6200101-20067)

**Dutch:** Intermediate B2

**German:** Intermediate B1

Advanced knowledge of PowerPoint, Word, Excel, Access and PowerDirector (video-editing software).

Familiar with coding languages such as Python, C++ and Assembly.

Followed the SIP School (<https://www.thesipschool.com/>) courses for the SSCA certification.

## EDUCATION

2009 – 2011 HELMO Sainte-Marie, Foreign Trade

2006 – 2008 INPRES Seraing, Informatics & Systems (Computer Engineering)

2005 University of Liège, Civil Engineering

1998 – 2004 Collège Saint-Benoît Saint-Servais, Liège

## MISCELLANEOUS

Tutored both English and Microsoft Office privately during university.

Completed several trainings at Horeca Forma Be Pro:

- Customer psychology
- Understanding and management of emotions
- Negotiation techniques
- European laws

I have a passion for video-editing, music, travels and other cultures.