

# Romain Maïo

IT consultant · Cloud, automation & security



## CONTACT

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Arles  
40 years old

**SERVICE AREA**  
Gard · Bouches-du-Rhône · Vaucluse

## EXPERTISE

- Security & governance**  
Risks · Access · Continuity
- Systems & networks**  
Windows · Linux · Networks
- Cloud & infrastructure**  
Azure · Microsoft 365 · Hyper-V
- Automation & DevOps**  
PowerShell · CI/CD · Git
- Projects & business tools**  
Projects · Python · JavaScript
- Training & knowledge sharing**  
Teaching · Documentation

## SKILLS

IT security governance · Systems & networks · Cloud · Automation · Project coordination · Teaching  
Organisation · People skills · Persistence · Initiative · A structured approach  
English · Category B driving licence

## ABOUT

I work across systems, cloud, automation and information security. My experience combines infrastructure operations, internal application development, project coordination and IT teaching. I focus on clear processes, useful documentation and tools that meet the needs of the people who use them.

## TECHNOLOGIES

Azure · Office 365 · ARM Templates · Windows Server · USMT · MDT · WDS · Linux · Visual Studio Code · Azure DevOps · VBS · PowerShell · AdminStudio · Citrix · Kaspersky · Kwartz · Odoo · Cegid · Service-Now · SharePoint · Exchange (fundamentals) · IP Diva Safe · Appli Dis · Hyper-V · VMware Workstation · Python · JavaScript · HTML/CSS · JSON · CSV/XLSX · Centreon · CI/CD

## EDUCATION

- Master of Science · 2016–2019**  
IT expertise · Supinfo International University · Valenciennes
- BTS in Business IT (French diploma) · 2006–2009**  
Business local area network administration · IFC · Avignon
- Technological Baccalaureate (France) · 2004–2006**  
Accounting and management · Lycée Descartes · Rabat (Morocco)
- BEP (French vocational diploma) · 2002–2004**  
Sales and retail · Lycée Descartes · Rabat (Morocco)

## CERTIFICATIONS



Azure Fundamentals



Security, Compliance & Identity Fundamentals



Azure Administrator Associate



Azure Security Engineer Associate



Azure Solutions Architect Expert



Microsoft Certified Trainer



Terraform Associate

## INTERESTS

Tennis instructor, 2010 to 2016 (CQP-AMT qualification held since 2014).  
Microsoft technology instructor at Supinfo from 2016 to 2019 and IT instructor at École IT from 2022 to 2024.  
Sport: tennis, badminton, football and golf.  
Other interests: IT, cinema and music.

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EXPERIENCE

01

## Le Krystal

Information Security Officer  
(RSSI)

PERIOD

07/2024 - Present

LOCATION

Arles

### RESPONSIBILITIES & ACHIEVEMENTS

#### Project context

Information security responsibility at Le Krystal, a multi-activity venue in Arles. Cross-functional scope covering IT, business tools and support for operational management.

#### Responsibilities and achievements

Structured IT and security governance: asset, access, risk, incident, backup and change registers, with documented priorities and responsibilities.

Wrote procedures for access, maintenance, incidents, backups and continuity; prepared network and monitoring plans.

Reviewed network documentation, recorded equipment information and documented support contacts and escalation paths.

Developed internal finance and HR applications: CSV/XLSX imports, dashboards, checks, exports and JSON backups.

Automated documents and event planning; prepared data and specifications for a future Weazyx integration.

Documented operational processes: priorities, responsibilities, action tracking, indicators and management reports.

#### Outcomes

#### Project outcomes

I delivered security documentation and internal tools. I prepared monitoring and system integrations, including the required validation steps.

#### Skills developed

I combined my skills in security, development and documentation to coordinate IT activities.

#### Technical environment

Python, JavaScript, HTML/CSS, CSV/XLSX, JSON, Git. Network documentation: Omada, MikroTik, Stormshield.

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## EXPERIENCE

# 02

## Lyreco

Microsoft systems engineer



PERIOD

08/2021 - 07/2024



LOCATION

Marly



## RESPONSIBILITIES & ACHIEVEMENTS

### Project context

Designed and operated Lyreco's Microsoft infrastructure to support business and IT teams, with strong availability and service continuity requirements.

### Responsibilities and achievements

Designed and deployed systems architectures: servers, clusters, storage and backups; maintained equipment maps and operating documentation.

Administered servers, switches, SAN and NAS systems; managed data lifecycles, snapshots, replication and archiving.

Managed changes, patches and upgrades, including out-of-hours work; tracked service commitments and limited disruption.

Set up monitoring, alerts and capacity tracking; analysed and improved performance.

Diagnosed complex incidents, applied corrective actions, provided expert support and coordinated escalation with internal teams and suppliers.

Coordinated technical projects, automated processes, evaluated technologies and ran proofs of concept; managed supplier relations, spare parts and budget input.

Advised business teams, shared knowledge and maintained on-call support procedures.

### Outcomes

### Project outcomes

I managed infrastructure from design to maintenance. I monitored availability, performance and changes.

### Skills developed

I used my Microsoft systems skills to handle incidents and coordinate technical work.

### Technical environment

AD DS, AD FS, Cluster, Hyper-V, Exchange Hybrid, SharePoint, Commvault, Centreon, Azure, GCP, Terraform. Windows Server 2012 R2, 2016 and 2019.

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EXPERIENCE

03

École IT

IT instructor

PERIOD

09/2022 - 06/2024

LOCATION

Valenciennes / Brussels

RESPONSIBILITIES & ACHIEVEMENTS

Project context

Taught IT at École IT in Valenciennes and Brussels, for students in years 1 to 5 of higher education.

Responsibilities and achievements

Taught Windows Server administration and high-availability architecture.

Taught Linux, infrastructure monitoring with Centreon and CI/CD pipelines.

Delivered courses in business communication, general management and law.

Outcomes

Project outcomes

I taught technical and general subjects in Valenciennes and Brussels, from the first to the fifth year of higher education.

Skills developed

I adapted my explanations to the students' level to make infrastructure, monitoring and automation concepts clear.

Technical environment

Windows Server, Linux, Centreon, CI/CD. Communication, management and law in a professional context.

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## EXPERIENCE

# 04

## Infeeny

Azure cloud infrastructure  
engineer



### PERIOD

09/19 - 07/21



### LOCATION

Lille



## RESPONSIBILITIES & ACHIEVEMENTS

AccorInvest, LFP, Medialog, Navya, Huawei, Digital Security, Boulanger, ESET, Delachaux, Infeeny

### Project context

Led Cloud Apps Data activities at Infeeny Nord. Built an Azure resource deployment catalogue to standardise deployments, managed Azure infrastructure and migrated on-premises systems to Azure.

### Responsibilities and achievements

Co-managed the Microsoft Partner portal.

Defined usage procedures.

Defined access procedures.

Defined communication procedures.

Created an IAM service hosted as SaaS on Azure for Digital Security.

Managed the infrastructure part of the project.

Deployed infrastructure, monitoring, patch management, VPNs and Azure backups.

Managed subscriptions with Azure Lighthouse.

Documentation in progress:

Overall and technical architecture.

Managed services and operations.

Scripting standards.

Testing and validation procedures.

Continuous improvement procedures.

### Outcomes

### Project outcomes

Clients were satisfied with the PDCA approach, clear communication and prompt problem resolution.

### Skills developed

Further developed skills in Azure and project management, delivering infrastructure that met client requirements for visibility, cost control, security and availability.

### Technical environment

### Software

Azure (Backup, Policy, LAW, SA, VM, VN, Extensions, Dashboard, Alerts, Monitoring, etc.)

Visual Studio Code

Git

Azure DevOps

### Operating systems

Ubuntu, Debian

Windows Server

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## EXPERIENCE

05

Extia

Systems engineer



PERIOD

06/19 - 09/19



LOCATION

Lille



## RESPONSIBILITIES & ACHIEVEMENTS

Roquette - Lestrem (MPCA)

### Project context

Implemented solutions to automate Active Directory, Hyper-V and SCVMM administration as part of the MPCA project.

### Responsibilities and achievements

Audited the Active Directory architecture.

Developed a PowerShell scripting methodology.

Managed the project to automate Active Directory site creation.

Organisational units.

Groups.

Users.

Migration tables.

Group Policy Objects.

GPO links.

Backups.

Reports.

Developed a deployment testing process.

Developed a process for changing the Active Directory architecture.

Organised knowledge transfer.

### Outcomes

### Project outcomes

Clients were satisfied with project organisation, regular and relevant communication, and knowledge transfer.

### Skills developed

Significantly improved skills in Windows Server Hyper-V, SCVMM and Active Directory, while continuing to refine a method based on continuous improvement.

### Technical environment

#### Software

Azure DevOps

Visual Studio Code

Hyper-V, SCVMM

Active Directory

#### Operating systems

Windows Server 2016

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## EXPERIENCE

06

Infeeny

Systems engineer



PERIOD

01/19 - 05/19



LOCATION

Villeneuve d'Ascq



## RESPONSIBILITIES & ACHIEVEMENTS

ESET, Delachaux, Infeeny (Azure cloud infrastructure)

### Project context

Built an Azure resource deployment catalogue to standardise deployments and managed Azure infrastructure.

### Responsibilities and achievements

Developed a deployment process based on the PDCA cycle.

Defined a development standard.

Defined an ARM template standard.

Helped ensure that the team followed Agile practices.

Set up an Azure DevOps organisation with a project hierarchy.

Communicated with clients about planned work and support activities.

Deployed alerting and monitoring solutions.

### Outcomes

### Project outcomes

Clients were satisfied with the PDCA approach and clear, transparent communication.

### Skills developed

Significantly improved Azure skills, Agile practices and continuous improvement methods.

Became comfortable working across this broad and evolving technology area.

### Technical environment

### Software

Azure (Backup, Policy, LAW, SA, VM, VN, Extensions, Dashboard, Alerts, Monitoring, etc.)

Visual Studio Code

Git

Azure DevOps

### Operating systems

Ubuntu 16.04 LTS

Ubuntu 18.04 LTS

Windows Server 2016

Windows Server 2019

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## EXPERIENCE

# 07

## Supinfo International University

IT instructor



PERIOD

11/16 - 06/19



LOCATION

Valenciennes



## RESPONSIBILITIES & ACHIEVEMENTS

Teaching

### Project context

Shared knowledge and practical skills with students in years 1 to 4 of higher education.

### Supinfo teaching certifications

1MSA: Windows Server fundamentals

2MSA: Advanced Windows Server administration

3MSA: Active Directory

4OPR: SharePoint and Exchange fundamentals

4SYS: User virtualisation

4SEC: Cybersecurity

### Outcomes

### Skills developed

Most students were satisfied with the courses. I enjoyed sharing skills and learning through discussion and feedback.

Further developed communication and presentation skills.

### Technical environment

### Software

Appli Dis

IP Diva Safe

SharePoint

Exchange

Active Directory

### Operating systems

Windows 10

Windows Server 2012 R2

Windows Server 2016

Windows Server 2019

Debian 8

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## EXPERIENCE

08

## Infeeny

Application packaging and integration engineer



PERIOD

09/17 - 12/18



LOCATION

Villeneuve d'Ascq



## RESPONSIBILITIES & ACHIEVEMENTS

AFD, Nexter, Dalkia, Solvay and Infeeny (application packaging)

### Project context

Packaged and integrated applications for a wide range of clients.

### Responsibilities and achievements

Packaged applications for different clients.

Integrated applications for different clients.

Improved the team's VBS scripting standard.

Acted as the technical contact for AdminStudio infrastructure.

Migrated and set up AdminStudio infrastructure for clients.

Managed the central application catalogue.

Created the process for setting up production virtual machines.

### Outcomes

### Skills developed

Application packaging required a structured method, attention to detail and strong knowledge of Windows workstations. This experience significantly strengthened my Windows skills.

### Technical environment

#### Software

SCCM

Landesk

AdminStudio Suite

Microsoft SQL Server 2012 Enterprise

Microsoft SQL Server 2014 Enterprise

Microsoft SQL Server 2016 Enterprise

PowerShell ISE

### Operating systems

Windows 7

Windows 10 Pro/Enterprise LTSC

Windows Server 2008 R2

Windows Server 2012 R2

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## EXPERIENCE

09

## Infeeny

Systems administrator

 PERIOD

10/16 - 08/17

 LOCATION

Villeneuve d'Ascq

### RESPONSIBILITIES & ACHIEVEMENTS

Dalkia (information systems)

#### | Project context

Managed parts of the client's information systems and supported digital transformation.

#### | Responsibilities and achievements

Wrote technical and operational documentation.

Trained first-line support staff.

Defined and implemented processes for different support levels.

Maintained Kaspersky servers.

Maintained Landesk servers.

Maintained DHCP servers.

Organised and led meetings.

Provided second-line support, administrator support and third-line Citrix support.

#### | Outcomes

#### | Skills developed

Continued to develop technical, organisational and communication skills.

Enjoyed working with a wide range of people, including first-line support in Poland, security and IT leaders, project managers and business teams.

#### | Technical environment

#### | Software

Kaspersky

LANDesk (Ivanti)

DHCP

Citrix

Service-Now

#### | Operating systems

Windows 7

Windows Server 2003

Windows Server 2008 R2

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## EXPERIENCE

# 10

## LT du Hainaut

Systems administrator



PERIOD

06/13 - 08/16



LOCATION

Valenciennes



## RESPONSIBILITIES & ACHIEVEMENTS

French national education system (educational IT)

### Project context

Managed the school's information systems and supported digital transformation.

### Responsibilities and achievements

Maintained an IT estate of more than 1,000 devices.

Wrote technical documentation and teaching guides.

Defined and implemented processes.

Designed and deployed Windows 7 and Windows 10 master images.

Designed and set up a Kaspersky server.

Designed and set up an SCCM server.

Designed and set up a SolidWorks authentication server.

Set up a tool for asset inventory, device management and booking, support requests and software library management.

Supported change and provided assistance to teaching and administrative staff.

### Outcomes

### Project outcomes

The project was delivered successfully overall. Most users were satisfied, helped by regular communication. The number of support requests fell significantly.

### Skills developed

Developed technical, organisational and communication skills. As the sole person responsible for IT, I solved varied problems through research and learned from mistakes.

### Technical environment

### Software

SCCM

Kaspersky

MDT/WDS

GLPI

OCS Inventory NG

SolidWorks

### Operating systems

Windows 7

Windows Server 2008 R2

Kwartz (Linux)

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## EXPERIENCE

# 11

## Lycée du Pays de Condé

Systems administrator



PERIOD

09/10 - 05/13



LOCATION

Condé s/ Escaut



## RESPONSIBILITIES & ACHIEVEMENTS

French national education system (educational IT)

### Project context

Managed the school's information systems and supported digital transformation.

### Responsibilities and achievements

Maintained an IT estate of more than 1,000 devices.

Wrote technical documentation and teaching guides.

Defined and implemented processes.

Designed and deployed Windows 7 master images.

Designed and set up a Kaspersky server.

Designed and set up a SolidWorks authentication server.

Set up a tool for asset inventory, device management and booking, support requests and software library management.

Supported change and provided assistance to teaching and administrative staff.

### Outcomes

### Project outcomes

The project was delivered successfully overall, with room for improvement. Most users were satisfied, helped by regular communication.

### Skills developed

Developed technical, organisational and communication skills. As the sole person responsible for IT, I solved varied problems through research and learned from mistakes.

### Technical environment

### Software

Kaspersky

MDT/WDS

GLPI

OCS Inventory NG

SolidWorks

### Operating systems

Windows 7

Windows Server 2008 R2

Kwartz (Linux)

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## EXPERIENCE

12

## Tennis Club

Tennis instructor (AMT) & systems administrator



PERIOD

09/10 - 06/15



LOCATION

Wasquehal



## RESPONSIBILITIES & ACHIEVEMENTS

Instructor and management committee member (sports club)

### Project context

Taught rules, conduct, and mental, physical and tennis skills at the tennis school. Managed the club's IT systems, five junior teams and two adult teams.

### Responsibilities and achievements

Designed and built a responsive website from a template using Joomla.

Designed and set up court booking and membership management with GRR.

Supported change and helped club staff and members.

Helped manage the club and tennis school.

Taught children and adults.

Served as team captain and manager for the Flanders championship.

### Outcomes

### Project outcomes

The small projects delivered working solutions with regular communication. Most stakeholders were satisfied.

### Skills developed

Significantly developed communication and people skills.

### Technical environment

### Software

Joomla

GRR

### Operating systems

Debian (Linux)