



Jessy Onapami

Technical consultant / IT - Helpdesk / Customer Service / Sales

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Profile

Adventurous, rigorous, curious, enthusiastic, cheerful and punctual; I have technical and commercial skills, a sense of customer relations and a greater sense of humour.

Creative, autonomous, and able to propose solutions according to functional and technical requirements.

A jovial and professional asset to a team!

Employment

Content Moderator NL + FR + GB TP - Teleperformance	May 2025 - May 2026
IT Helpdesk - Network Specialist Westcon - Comstor	Sep 2024 - Mar 2025
LvL1 Helpdesk NL Kuehne - Nagel	Jan 2023 - Jan 2024
LvL2 Helpdesk FR + NL TIBCO Service	Apr 2021 - Aug 2022
LvL1 Helpdesk FR - NL - GB Groupe Interway	Apr 2018 - Dec 2020
Customer Service + Sales Agent NL WEX Europe Services	Feb 2017 - Oct 2017
Dutch translator Walibuy - Alice's Garden	Sep 2016 - Feb 2017
Technical consultant - Interim missions Armatix LC FRANCE / Clictel / Bon Prix	Apr 2015 - Sep 2016
Customer Service + Sales Agent Multilingual Booking.com	Apr 2012 - Mar 2015
TIME magazine - Person of the year Time magazine	2006

Education

Modern Arts Université de Lille III	2010 - 2012
BAC L Minor in English + Dutch Cité scolaire Charles Baudelaire	2006 - 2010

Personal details

Date of birth
March 21, 1989

Driver's license
Permis B

Nationality
French

Skills

- Strong communication, customer relation, and sales skills
- Knowledge of CRM tools.
- Provide service + support in an SaaS environment (O365, Winstore). Managing, troubleshooting, licensing, and updating hardware + software assets.
- Domain management (Active Directory). Services + incidents diagnosis + escalation according to appropriate scope.
- Procurement, deployment, management and retirement of IT infrastructures.

Languages

English - C2	<div style="width: 100%;"></div>
French - C2	<div style="width: 100%;"></div>
Dutch - C1	<div style="width: 90%;"></div>
German - B2	<div style="width: 75%;"></div>

Hobbies

- Drawing, Painting, Photography, Travel, Sightseeing
- Video games, TTRPG
- Padel, Cardio, Dancing, Weightlifting, Swimming