

Julien Geffray

mobile : +33 (0)6 63 76 36 21
email : julien.geffray@gmail.com
address : 4 rue Stanislas Baudry, 44000 Nantes, France



I worked in marketing for creative advertising agencies, then evolved to more technical duties in customer service involving listening and technical advice. My work currently entails efficient teaching of my knowledge and tailor-made answers to every user who needs technical support, providing an excellent customer experience. In that, I not only fix customers' systems, but firstly repair and enhance their relationship with the brand.

Main skills

Technique & customer relations

Warm welcome of customers, attentive listening and understanding of their needs. Quick troubleshooting and problem solving. Conflict management. Knowledge transmission. Repairing relations. Customer satisfaction.

Web & multimedia

Project management. Knowledge of Adobe and Final Cut Studio suites. Use of modern web technologies (HTML5/CSS3+jQuery) for responsive design.

Experience

Apple

Genius | since 2010

- **Apple Store Atlantis** – Galerie Atlantis le Centre, 44811 St-Herblain, France
- **Apple Store Carrousel du Louvre** – 99 rue de Rivoli, 75001 Paris, France
- *Customer service for Apple products, OS X & iOS systems.*

BNP Paribas

Multimedia project manager | 2005-2010

- Studio Multimedia, marketing department – 16 bd des Italiens, 75009 Paris, France
- *Animated commercial communication broadcasted on plasma screens in branches.*

Publicis

Web site projet manager | 2002-2004

- Publicis Dialog – 133 avenue des Champs-Élysées, 75008 Paris, France
- *Webdesign, emailing, interactive CD-rom created at Publicis Dialog, marketing department of the leading advertising agency Publicis.*

Ouest-France

Multimedia & web designer | 2000-2002

- Azimut Communication – 22 Quai des Indes, 56100 Lorient, France
- *Web sites and graphic user interfaces designed at Azimut Communication, touchscreen kiosks & web agency subsidiary of Ouest-France, editor of the most read Francophone newspaper.*

Education

Apple Certified Macintosh Technician (ACMT) certification

since 2010

This certification verifies the ability to perform troubleshooting and repair of desktop, portable and mobile Apple systems. ACMT certification exams emphasize identifying and resolving common OS X problems, and using Apple Service and Support products and practices to effectively repair Apple hardware.

DUT SRC (multimedia) + TOEFL

1998-2000

Technical diploma DUT SRC at Laval University Institute of Technology, attached to the University of Maine, France. This degree covers audiovisual, communication, graphic design, offline and online multimedia, and computer networks.

Test of English as a Foreign Language (TOEFL) : scored 105.

BAC S + DEUG SM (PHYSICS DEGREES)

1996-1998

Secondary-school diploma in Sciences (Bac S) and Bachelor's degree in physics (DEUG SM) at the University of Southern Brittany, Lorient, France.

Info+

- Born 11 April 1978
- Perfect mastery of French, my native language, in grammar and in spelling
- Other language skills: **English** (*fluent*) – **Spanish** (basic)
- Interests: computers, science & technology, architecture and automotive design, ergonomics, travel
- Environment: Eco-aware, sustainable development, environmental conservation, natural and organic food
- Knowledge in theoretical physics
- Driver's license
- References available upon request