

MICHEL MAHIEU

NETWORK ENGINEERING | OPERATIONS & TEAM COORDINATION

Massy, France | +33 7 86 25 18 51 | mi.mahieu@gmail.com
michel.m.torpille.net | linkedin.com/in/michel-mahieu-274737100

PROFESSIONAL SUMMARY

More than 10 years of networking experience at Orange Business, progressing from WAN customer support to the functional leadership of 23 junior network engineers. Hybrid background combining LAN/WAN/Data Center operations, operational coordination, continuous improvement and customer engagement. Technical curiosity, versatility and a clear, practical approach to explaining complex networking topics.

23	8,000	67%
network engineers led	tickets managed per year	time saved per device

CORE SKILLS

NETWORKS	LAN, WAN, Data Center, TCP/IP, Cisco, Ekinops, Meraki, Silver Peak
OPERATIONS	Incident, change and escalation management, SLA, ServiceNow, ITIL, crisis management
AUTOMATION & DATA	Python, APIs, Tableau, equipment staging, internal generative AI tools
LEADERSHIP & CUSTOMERS	Functional team leadership, skills development, customer governance, sales coordination

PROFESSIONAL EXPERIENCE

Operations Lead	Mar. 2022 - Present
Orange Business Massy, Greater Paris	
- Provide functional leadership to a team of 23 junior network engineers; deputise for the manager when absent and support team skills development. - Oversee a portfolio of approximately 8,000 tickets per year across LAN, WAN and Data Center environments. - Manage escalations and coordinate continuously with sales teams and customer governance stakeholders. - Improve ServiceNow (SNOW) processes to streamline operational ticket handling. - Develop Python/API scripts with internal generative AI tools for equipment staging and Meraki account management, reducing processing time from 60 to 20 minutes per device (-67%).	
WAN Customer Operations Engineer	Sept. 2016 - Mar. 2022
Orange Business Massy	

- Managed enterprise WAN incidents and changes end to end, from diagnosis through resolution and closure.
- Monitored SLA performance, maintained customer communication and coordinated with carriers and vendors.
- Operated and supported Cisco, Ekinops, Meraki and Silver Peak environments.
- Investigated performance issues, including the impact of TCP window sizing on throughput, and translated complex findings into clear customer guidance and team knowledge transfer.

PROFESSIONAL EXPERIENCE

Apprentice Support Engineer

Sept. 2015 - Sept. 2016

Orange Business | Nantes

- Completed a final-year project on integrating Amazon Web Services into Orange's business cloud environment.
- Designed a prototype and automated AWS resource provisioning.

Telecom Operator Production Technician

Sept. 2014 - Sept. 2015

Orange Business | Nantes area

- Coordinated the production of communication services for large enterprise customers and telecom operators.
- Reserved network resources and provided IP addressing support.

Customer Service Technician

Sept. 2013 - Sept. 2014

Orange Business | Nantes area

- Managed network incident tickets involving full outages and degraded service for large enterprise and SME customers.

EDUCATION

Engineering studies - Networks & Information Systems | 2013 - 2016

ENSEIRB-MATMECA - Bordeaux INP

DUT (two-year university diploma) in Networks & Telecommunications | 2011 - 2013

IUT d'Elbeuf

CERTIFICATIONS & TRAINING

ITIL v3 Foundation

Cisco Meraki CMNA / CMNO

Silver Peak training

LANGUAGES, MOBILITY & AVAILABILITY

French: native | English: B2 | Spanish: professional working proficiency

Mobility: Madrid or Barcelona; willing to relocate to Spain

Authorised to work in the European Union | Currently employed and open to opportunities