JOSEPH RADJAPA

IT ENGINEER | AUTOMATION & AI APPLICATION DEVELOPMENT

CONTACT

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Nationality: French

TECHNICAL SKILLS

Systems & network

Windows Server, Linux, VMware, HP iLO, Cisco, TCP/IP, Palo Alto, Fortinet, IronPort, Riverbed

IT operations

Monitoring, incidents, ServiceNow, Centreon, Remedy, ITIL, Salesforce, SQL, PACS/DICOM

Development & AI

Python, Bash, REST APIs, JSON, OpenAI API, Ollama, function calling, Azure AI, LangChain (learning)

Automation & web

n8n, Twilio, Retell AI, Cloudflare, PWA, Firebase, Firestore, Azure AI Speech, GitHub

E-commerce & design

Shopify, DSers, Google Ads, Analytics, Meta Business Manager, Facebook Ads, Canva, domains

PROFESSIONAL SUMMARY

Currently working as IT application support Engineer in medical critical production environment. I build Python tools to automate ticket monitoring, reporting and quality checks. I also develop AI applications using OpenAI, Ollama and Microsoft Azure AI.

PROFESSIONAL EXPERIENCE

IT Application Support Engineer

Tata Consultancy Services (TCS) · Letterkenny · Feb 2025 – Present

- Investigate and resolve application incidents and service requests; analyse logs and restart services when needed.
- Work with Windows/Linux, VMware, Salesforce Service Cloud, SQL/Sybase and PACS/DICOM.
- Participate in on-call rotations.
- Build Python tools for incident monitoring, ticket tracking, reports, quality checks and email generation.

IT Production Engineer

Orange Cyberdefense / AUSY · La Défense · Mar 2024 – Sep 2024

- Manage Windows/Linux servers and VMware: snapshots, storage extensions and updates.
- Troubleshoot Cisco switches, check Fortinet network flows and manage SSL certificates.
- Monitor infrastructure with Centreon and manage incidents in ServiceNow.

IT Operations Engineer

CIC Crédit Mutuel / AUSY · Paris · Mar 2020 – Feb 2024

- Monitor financial market applications: Summit, Kondor, Sophis and ULLINK.
- Check scheduled jobs and restart them when needed; manage scripts and create alerts.
- Work with Windows Server, VMware vSphere, HP iLO and Oracle Toad.
- Work in three-shift rotation and communicate with the CIC Singapore team.

Network Support Engineer / Field Engineer

Dimension Data / NTT · Rungis · Jan 2017 – Jan 2020

- Investigate network and security incidents on Cisco, Palo Alto, Cisco IronPort and Riverbed equipment.
- Configure network equipment and fix connectivity issues; use ServiceNow and Remedy.
- Manage VoIP accounts with Cisco Call Manager.
- Install, replace and test equipment at customer sites and datacenters across France.
- Help deploy 10 Cisco IronPort devices for BNP Paribas: configuration, installation, tests and client validation.
- Work with BNP Paribas, EDF, Total, Safran and AXA.

Train Driver at Depot

SNCF · France · 2010 – 2016

- Follow railway safety procedures, move trains to station platforms and perform brake tests before departure.

Validation Technician

LG Mobilecom · France · 2004 – 2010

- Test phone features against technical specifications, write test reports and help developers investigate bugs.

EDUCATION

Master II — Systems & Network Engineering · Institut F2I (2018–2019)

Master I — Systems & Network Administration · Institut F2I (2017–2018)

Bachelor — IT Project Management · ETNA (2016–2017)

Computer Systems & Networks · GEFI (2014–2015)

CERTIFICATIONS & TRAINING

Microsoft Azure AI Fundamentals (AI-901) — official exam in preparation · 2026

AI-901 Microsoft Azure AI Fundamental Certification — Udemy course completed · 2026

Build Local LLM Applications Using Python and Ollama — Udemy completed · 2026

LangChain in Action: Develop LLM-Powered Applications — Udemy, in progress · 2026

Python & Linux certifications — DataScientest · 2024

DevOps training — DataScientest · 2023–2024

Cisco CCNA Routing & Switching · 2022

LANGUAGES

French — Native

English — Professional

Tamil — Native

Norwegian — Basic

PROFESSIONAL PROJECTS

Incident monitoring & alerts — Built automatic email alerts for new incident tickets, with colours based on priority.

Incident tracking — Created a tool to track incident tickets and follow up on progress.

Medical data privacy — Built a tool to blur sensitive information on medical examination documents.

Weekly reporting — Created automatic weekly reports.

Quality control — Improved the existing Excel-based quality control process with a new tool.

LLM email generator — Built a professional email generator connected to a local LLM using Ollama.

PERSONAL PROJECTS

Voice-based customer assistant — Built a website and voice assistant to collect client information, create AI summaries and email them to a manager.

Python AI agent — Created an OpenAI-powered Python agent using function calling for actions such as creating files.

Family calendar & notes PWA — Built a Cloudflare-hosted PWA with calendar, notes and tasks, using Firebase Authentication and Firestore.

Websites & e-commerce — Created websites and Shopify stores; used DSers, Google Ads, Meta Business Manager, Google Analytics, domains and Canva for logos.

Business prospecting — Built Python tools using Google Places API and Google Sheets; explored n8n, Twilio and Retell AI.

English learning app (in development) — Building an interactive app for children and adults with voice conversations and lessons using Microsoft Azure AI and OpenAI.