

Jonathan Dale

IT Support Technician — N1 → N2

Saint-Légier (VD), Switzerland · jonathan@dalecloud.ch · +41 76 237 63 11 · www.dalecloud.ch · Driving licence A1

Swiss citizen · Available immediately

PROFILE

Swiss-certified IT technician (CFC Informaticien) with hands-on first-line support experience across banking, industrial and hospital environments. Skilled in incident diagnosis, ticket management, Active Directory / Azure AD administration and Microsoft 365 support. Squad leader in the Swiss Armed Forces. Seeking an N2 Support Technician role in French-speaking Switzerland, toward system and cloud administration.

PROFESSIONAL EXPERIENCE

Radio Scout Sergeant (squad leader)

Jun 2025 – present

Swiss Armed Forces — Signal troops — Switzerland

- Led a squad: personnel, equipment and mission delivery in operational conditions.
- Leadership, communication and reliability under pressure — transferable skills.

IT Support Technician

Oct 2024 – Jun 2025

BCV — Banque Cantonale Vaudoise (fixed-term) — Prilly, VD

- First-line support: diagnosis and resolution of incidents (workstations, displays, connectivity).
- Windows 11 & Microsoft Teams migration with user-facing documentation.
- Account administration: access, passwords and rights in a secure banking environment.
- Ticket triage and escalation to specialist teams.

IT Support Technician

Aug – Sep 2024

Gétaz-Miauton (fixed-term) — Saint-Légier, VD

- Azure Active Directory administration: identity and access management.
- Microsoft 365 / Outlook support and Citrix environments (sessions, remote access).
- PC deployment, remote support and datacenter operations.

IT Intern

Jan 2023 – Jan 2024

Hôpital Riviera-Chablais (HRC) — Rennaz, VD

- End-user support and hardware troubleshooting for hospital staff.
- Microsoft Teams account migration and Azure AD administration.
- Built an internal web solution and handled incident management (ticketing).

EDUCATION

Federal Diploma in IT (CFC Informaticien) — systems operations

2019 – 2024

ETML — Technical & Trade School, Lausanne

Pre-gymnasium track (VP)

2016 – 2019

Collège de Blonay

TECHNICAL SKILLS

Systems & support: Windows 10/11 · N1 helpdesk · incident resolution · ticketing · remote support

Microsoft & directory: Microsoft 365 · Active Directory · Azure AD / Entra ID · Citrix · workstation deployment

Other: Linux (basics) · web development · n8n automation · Docker · ITIL (in progress)

LANGUAGES

French — native · English — bilingual (C2) · German — school basics (A2)

STRENGTHS & INTERESTS

- Personal projects: self-hosting, home automation (Home Assistant, Docker), automation (n8n).
- Certification goal: ITIL 4 Foundation, then AZ-900 and AZ-104 (Azure).