

# Franck Abecassis

## Mobile Network Support Engineer

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### Profile

Support engineer with 11 years of experience handling technical issues for enterprise, consumer and carrier customers. These years let me work across every kind of issue (access, core network, handset, service), requiring close coordination with all support teams involved.

Beyond my technical expertise, I developed strong ease in client relations through regular exchanges across all channels, including in person, from individual customers to very large accounts, while meeting mission-critical deadlines.

Having distinguished myself technically, I also delivered training, supported process changes, documented procedures and led projects.

11

years of experience

Manager

seniority level

Telecom

support & customer service

### Professional Experience



Support Engineer

June 2024 – Present

2 years 1 month

SFR · Paris, France

- End-to-end & roaming support
- Mobile, radio and core network protocol analysis
- End-to-end analysis of complex incidents
- Level 3 support: MVNO, key accounts, B2B
- Inbound/outbound roaming support



Level 3 Support Engineer

November 2018 – June 2024

5 years 7 months

SFR Business · Paris, France

Promoted to engineer status following approval by an internal SFR committee, after presenting a proactive customer-care project: real-time correlation of customer reports to generate alerts by zone, category or symptom, complementing existing alerting (equipment alarms, KPI deviations).

- Led support procedures and built complete technical/business documentation
- Trained technicians and support staff
- Analyzed and optimized support for recurring issues
- Led PMR, radio and mobile voicemail categories
- Managed the incident backlog
- Set up tracking of service metrics and performance
- Recurring presentations to other entities highlighting recurring and high-impact issues, and backlog trends over time



## Level 2 Support Specialist

November 2015 – November 2018

3 years

**SFR Business · La Plaine Saint-Denis, France**

- Handled complex, VIP and key enterprise account cases
- Technical referent for mobile voicemail and activation
- Referent for shared-network anomalies



## Level 2 Mobile Support Technician

June 2014 – November 2015

1 year 5 months

**SFR Service Client · La Plaine Saint-Denis, France**

- Handled network cases, investigations and escalations to N+1 teams
- Applied the AFNOR framework to improve customer experience
- Handled provisioning cases across all incident types
- Voicemail category referent: incident handling, documentation, internal training, reporting



## Call Center Technician — SFR Business Customer Support

2013 – 2014

8 months

**Osiatis Econocom · Vélizy-Villacoublay, France**

*On behalf of SFR Business customer service — assignment within Osiatis Econocom*

- Took calls and resolved incidents for SFR Business Team customers (Voice/Data/M2M/Convergence)
- Technical fleet-management assistance across all handset types
- Level 1 and 2 technical support, including BlackBerry BIS/BES solutions
- Front Office trainer, backlog management
- Level 1 technical referent for Voice/Data/M2M/Convergence solutions
- Analysis of complex network cases for escalation to level 2
- Backup for Dedicated Support Offers & OPACHE
- Proactive monitoring, alerting and generic incident management



## Software Tester & Integrator

February 2013 – March 2013

2 months

**Areva · Saint-Quentin-en-Yvelines, France**

- Specification compliance testing and functional testing of an internal tool
- Integration and linking of tool add-ons (macros, user training)



## Web Developer

2011 – 2012

1 year 1 month

**ASCIM**

- Web developer: website and intranet creation
- IT fleet management, hardware configuration



## Sales Advisor

2005 – 2014

9 years 3 months

**Leroy Merlin · Melun, France**

*Weekend contract (Saturday & Sunday)*

- Customer advice, guidance, product selection support
- Aisle management: facing, restocking, shelving

## Education

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### Master's Degree in Computer Science

SUPINFO

2008 – 2011

## Skills

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Technical support

IT support

Microsoft Office

Customer service

### Mobile protocols & signaling (3GPP)

- S1AP, lub
- SS7, MAP, ISUP
- GTP-C / GTP-U
- Diameter: S6a, S9, S13 (4G roaming), Gx, Gy, Gz
- SIP, RTP
- CAMEL

### Support & network

- Mobile protocol analysis (radio, core network)
- Inbound/outbound roaming support
- Level 1 to 3 technical support
- Backlog management and tracking

### Process & methodology

- Support procedure documentation
- Recurring-incident process optimization
- Category ownership (PMR, radio, VMS, IT systems)
- AFNOR framework — customer experience

### Training & client relations

- Technical training for support teams
- Client relations and communication (VIP, key accounts)
- Call floor management

## Additional Information

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French — native

English — fluent written, intermediate spoken

## Interests

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Technology watch

AI-assisted web development (keygest.fr suite: loc, money, beb)

Home lab: DIY NAS (hardware build & TrueNAS configuration)

Home automation (Zigbee, Matter, Thread)

Resume last updated on July 26, 2026