



CONTACT



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SKILLS

- Windows 7, 8, 10
- Windows Server 2008, 2016, 2019
- Active Directory, Exchange, MS 365
- VMWare Esxi Basics
- Linux Basics
- DHCP, DNS, Patching
- MDM: Airwatch
- Powershell
- ITIL Foundations v3, ITIL 4

CERTIFICATIONS

- MCSA: Windows 7
- MCSA: Windows Server 2008
- ITIL Foundations v3

LANGUAGES

- Dutch
- French
- English



Brief one-page resume



Fully detailed resume

Freelance IT support Consultant

MIKE GUILMOT

PROFILE

No-nonsense IT enthusiast, with 15+ years of experience in end-user support. I have worked in multiple departments, and coordinated a small team of desktop support technicians for 4 years. I am certified on Windows 7, Windows 2008 server and ITIL v3 and have followed multiple courses and MOOCs about team coordination/leadership. I provide IT support services on a freelance basis.

EXPERIENCE

Business Owner

Kilobit, July 2021 - Present

- June 2022 - Present : Junior System Administrator @ Fedrus International - As consultant for First IT
 - Remote and OnSite support
 - Create/maintain accounts on AD, AzureAD, M365, Exchange
 - Create/deploy software via MECM (SCCM)
 - Access management
- February 2023 - Small project: move network controller and webserver to Azure
 - Install and configure new Ubiquity cloudcontroller
 - Move access points to new controller
 - Move existing on prem webserver to Azure
- September 2021 - May 2022 : Technical support @ Touchpoint Medical - As consultant for Amandis
 - Supporting hospitals (Pharmacy & Nurses) in the use of Pharmacy software
 - Investigate technical issues, relay with software development in case of bugs
 - Manual testing of new software versions
 - Plan and discuss new version acceptance, and upgrade new versions

Senior Support Engineer

Cheops Technology, February 2021 - June 2021

- Second and third line support for 2 clients
 - Aurubis :
 - support for Windows environment and applications
 - support for MS 365 licenses
 - support on used hardware : desktops, laptops, printers
 - SLG
 - support for Windows environment and applications
 - support for MS 365 licenses
 - support for Exchange mailboxes and resources
 - support for RDS

IT Support Engineer Benelux

Acco Brands (Esselte), May 2019 - February 2021

- Supporting end users with Windows, Applications, printers
- Maintaining active directory users and groups
- Managing MS Dynamics AX scanners & user sessions
- Troubleshooting network and server issues/problems
- Ordering and installing new hardware: laptops/desktops and scanners
- Creation and maintenance of local knowledge base

IT Consultant

Unipartners, April 2018 - April 2019

- July 2018 - May 2019 : IT Support Engineer Benelux @ Acco Brands
 - See May 2019 - February 2021 for details

IT Consultant

Next-ICT, October 2013 - April 2018

- February 2018 - April 2018 : IT Support BENELUX @ Esselte & Acco Brands
 - See May 2019 - February 2021 for details
- September 2015 - January 2018 : Workplace Support coordinator @ Covestro
 - Coordination of 3 desktop support technicians
 - Escalating major issues to global support and management

- Preparing and discussing planning for PC migration during carve-out
- Automating tasks in Python and afterwards in Powershell
- Planning and ordering new PCs for yearly PC replacement projects
- Ordering hardware and peripherals
- Creation and maintenance of local knowledge base
- Creation of SOPs for first line helpdesk
- Discussing issues on monthly basis with first line helpdesk management
- May 2014 - August 2015 : Onsite support coordinator @ Bayer Antwerp
 - Coordination of 3 desktop support technicians
 - Escalating major issues to global support and management
 - Preparing and discussing planning for PC migration during carve-out
 - Automating tasks in Python and afterwards in Powershell
 - Planning and ordering new PCs for yearly PC replacement projects
 - Ordering hardware and peripherals
 - Creation and maintenance of local knowledge base
- April 2014 : iDevice migration support @ Bayer Antwerp
 - Maintaining users and iPhones in Airwatch
 - Assisting end users in migrating their iPhone/iPad to Airwatch
 - Investigating migration problems with system administrators
- February 2014 -March 2014 : Onsite support @ Bayer CropScience
 - Second line end-user support for Windows & Applications
 - Second line support on printing issues
 - Investigating issues in lab environment
 - Patching network and investigating DHCP problems
 - Installing/maintaining printers on print server
 - Creating/maintaining new file shares
 - Maintaining existing and new groups in Active Directory
- January 2014 - February 2014 : Migration Support @ Omega Pharma
 - Taking backups of user profiles
 - Installing new and old hardware
 - Installing new windows and applications
 - Restoring hardware
 - Investigating issues after migration
- October 2013 - January 2014 : Hard Drive Encryption - Security Admin @ J&J
 - Follow up with desktop teams on HDE installations
 - Investigate HDE installation problems
 - Investigate on HDE server & DB issues
 - Writing and maintaining HDE installation manuals in local language

First and second line IT support

Multiple employers, September 2003 - September 2013

- June 2013 - August 2013 : IT Consultant @ Xylos
 - First and Second line IT support for client Ahlers
 - First line IT support for other clients
 - Monitoring servers via monitoring software
 - Investigate server issues, and escalate to engineers if needed
 - Check backup jobs for all clients, escalate issues to engineers
- May 2010 - May 2013 : IT Consultant @ Splendit - Helpdesk agent @ Bayer
 - First line remote IT support for end users via telephone and email
 - Supporting end users with Windows, Applications, printers
 - Executing work orders : installing new PC's / order new hardware
 - Training new Service Desk Agents during their first weeks
- January 2010 - May 2010 : Impax (PACS) application support @ Agfa Healthcare
 - Receiving and logging calls from supported hospitals
 - Investigating issues with medical application IMPAX
 - Working with second line to install new workstations
- March 2008 - January 2010 : Second line IT support @ Innovex/Quintiles
 - Second line IT support for local users
 - Supporting end users with Windows, Applications, printers
 - Repairing and installing laptops and desktops
 - Maintaining local network
 - Executing weekly tape rotations for local backups
- July 2006 - March 2008 : Service Desk agent Eu-Central @ Cargill
 - First line remote IT support for end users via telephone and email
 - Supporting end users with Windows, Applications, printers
 - Creation and maintenance of SOP's
 - Training new Service Desk Agents during their first weeks
- November 2005 - July 2006 : Service Desk agent EMEA + Trainer @ MSD
 - First line remote IT support for end users via telephone and email
 - Supporting end users with Windows, Applications, printers
 - Training new Service Desk Agents during their first weeks
- September 2004 - September 2005 : Migration support @ ING Belgium
 - Preparing hardware and software inventory of existing NT4 PC's
 - Installing new XP PC's and needed software
 - Providing first line IT support for migrated users
- September 2003 - September 2004 : PC Technician @ Data Line International
 - Installing and repairing PC's for clients

LANGUAGES

- Dutch: native
- French: proficient

- English: proficient

SKILLS

- Operating systems: Windows XP, 7,8,10, Ubuntu Linux (basics)
- Microsoft Office: 2010, 2013, 2016, 2019, 365
- Microsoft 365: User management, Licences
- Exchange 365: user and resource management
- Windows Server: 2008, 2012, 2016
- Networking: Patching, DNS, DHCP management
- Virtualisation: basics of VMWare ESXi and ProxMox
- Scripting: Powershell
- MDM: Airwatch
- Methodology: ITIL v3 (Foundations certified), ITIL 4