



Freelance IT support Consultant

MIKE GUILMOT

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

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
- February 2023 - Small project: move network controller and webserver to Azure
- September 2021 - May 2022 : Technical support @ Touchpoint Medical - As consultant for Amandis

Senior Support Engineer

Cheops Technology, February 2021 - June 2021

Second and third line support for 2 clients

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

IT Consultant

Unipartners, April 2018 - April 2019

July 2018 - May 2019 : IT Support Engineer Benelux @ Acco Brands

IT Consultant

Next-ICT, October 2013 - April 2018

- February 2018 - April 2018 : IT Support BENELUX @ Esselte & Acco Brands
- September 2015 - January 2018 : Workplace Support coordinator @ Covestro Antwerp
- May 2014 - August 2015 : Onsite support coordinator @ Bayer Antwerp
- April 2014 : iDevice migration support @ Bayer Antwerp
- February 2014 - March 2014 : Onsite support @ Bayer CropScience
- January 2014 - February 2014 : Migration Support @ Omega Pharma
- October 2013 - January 2014 : Hard Drive Encryption - Security Administrator @ Johnson & Johnson

First and second line IT support

Multiple employers, September 2003 - September 2013

- June 2013 - August 2013 : IT Consultant @ Xylos
- May 2010 - May 2013 : IT Consultant @ Splendit - Helpdesk agent @ Bayer Antwerpen
- January 2010 - May 2010 : Impax (PACS) application support @ Agfa Healthcare
- March 2008 - January 2010 : Second line IT support @ Innovex/Quintiles
- July 2006 - March 2008 : Service Desk agent Eu-Central @ Cargill
- November 2005 - July 2006 : Service Desk agent EMEA + Trainer @ MSD
- September 2004 - September 2005 : Migration support @ ING Belgium
- September 2003 - September 2004 : PC Technician @ Data Line International