



## Freelance System Engineer

# 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, SCCM
- 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

Experienced IT professional with over 15 years of expertise in end-user support and team coordination. I have a proven track record of working in multiple departments and successfully leading a small team of desktop support technicians for 4 years. My certifications in Windows 7, Windows 2008 server, and ITIL v3, as well as completion of various team coordination/leadership courses and MOOCs, reflect my dedication to staying up-to-date with industry best practices. As a freelancer, I offer exceptional IT support services.

### EXPERIENCE

#### Business Owner

*Kilobit, July 2021 - Present*

- June 2022 - Present : System Engineer @ Fedrus International - As consultant for First IT
  - Remote and OnSite support
  - Create/maintain accounts/groups on AD, AzureAD, M365, Exchange
  - Create/deploy software via MECM (SCCM)
  - Create/maintain GPOs on 2 different AD domains
  - Create/maintain Powershell scripts for AAD/ExchangeOnline maintenance
  - General administration of Windows and Print servers
- 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, 2019
- Software management: SCCM (MECM)
- Networking: Patching, DNS, DHCP management
- Virtualisation: basics of VMWare ESXi and ProxMox
- Scripting: Powershell
- MDM: Airwatch
- Methodology: ITIL v3 (Foundations certified), ITIL 4