

RESUME

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VISIT MY WEBSITE AT: [HTTPS://WWW.C-VITAE.NL](https://www.c-vitae.nl)

PERSONAL DATA

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Date of Birth: 26th of January 1984, in Hoorn, The Netherlands

Marital Status: Not married (girlfriend)

LinkedIn: <https://www.linkedin.com/in/psdejongh>

Website: <https://www.c-vitae.nl/en/> ([my extended RESUME and portfolio website, in English too!](#))
<https://www.uwpcdraaitdoor.nl> ([website of my company, outdated!](#))

WORK EXPERIENCE

May 2022 –
Present

Support Engineer, Simply IT, Alkmaar, The Netherlands
www.simplyit.nl (40 hours per week)

- management and installation of Microsoft 365 and purchasing/creating tenants through the vendor (Ingram Micro)
- managing virtual machines with Hyper-V
- providing excellent first-line (remote by Datto/TeamViewer), second-line and third-line (onsite) helpdesk support
- configuring DrayTek routers
- configuring various Ubiquiti UniFi hardware
- configuring and setting up vpn connections
- installation and management of Microsoft 365 online based apps (Microsoft Teams, SharePoint, OneDrive, etc.)
- migrations of Windows PCs / laptops and associated data to the Microsoft 365 SharePoint cloud
- working with a ticket system (AutoTask)
- providing working solutions to complex issues and the administration of these tasks in an online based IT Glue system
- installation of Windows 2021 Servers (domain controllers, Active Directory, DHCP, DNS, etc.) and Linux servers (Ubuntu Server)
- working and managing with Datto remote desktop tools and TeamViewer
- contact with various customers in Dutch by telephone and by e-mail

Nov 2020 –
May 2022

Senior IT Engineer, Xafax ICT, Alkmaar, The Netherlands
www.xafax.nl (40 hours per week)

- management and installation of Microsoft 365 and purchasing/creating tenants through the vendor (Copaco)
- management of Active Directory on various Windows Servers as well as rights and policy management
- management of virtual VMWare ESXi servers
- visits to an external data center to make changes to a pfSense firewall
- migrations of Windows PCs / laptops and associated data to the Microsoft 365 Sharepoint cloud

- managing virtual machines with Hyper-V
- working and managing with SolarWinds N-Central and Datto remote desktop tools
- providing remote desktop support via VPN/RDP/TeamViewer/Solarwinds
- configuration and installation of Synology NAS systems
- working with a ticket system (Freshdesk / Freshservices)
- adjusting the DNS records of various hosting parties
- configuration and management of LanCom products (firewalls/routers/switches)
- installation and management of Microsoft Teams
- performing maintenance work on various Windows Servers
- installation of equipment in server rooms and racks at customer locations
- providing telephone support and also daily on-site support to various customers with installations, problems and malfunctions
- contact with an external party (Microsoft)

**Mar 2020 –
Aug 2020**

Employee System Management ICT, Xaris ICT & Telecom, Wognum, The Netherlands - www.xaris.nl (40 hours per week)

- management and installation of Office 365
- management of Azure and Active Directory on various Windows servers
- Citrix XenCenter management
- managing virtual machines with Hyper-V
- management of Ubiquiti equipment
- working and managing with SolarWinds N-Central
- providing remote desktop support via VPN / RDP / TeamViewer / Solarwinds
- working with a self-developed ticket system (XarisASP)
- installation and management of Microsoft Teams
- performing maintenance work on various Windows Servers
- installation of equipment in server rooms and racks
- providing telephone support and on-site support to various customers with software and hardware problems/failures
- contact with external parties (Microsoft, Solarwinds, DELL)

**** Unfortunately I had to resign this position prematurely because of COVID-19 and the resulting little work. I also have a Dutch letter of this in my possession, as proof. ****

**Dec 2015 –
Mar 2020**

IT Specialist / Independent Entrepreneur / Owner, Uw PC Draait Door, Avenhorn, The Netherlands - www.uwpcdraaitdoor.nl (40 hours per week)

- purchasing hardware and software
- making quotations, offering both hardware and software
- help desk support (both on location and by telephone and/or remotely by VPN/RDP connection)
- installation / configuration and management of network infrastructures
- installation and management of VMWare ESXi servers and clusters (with vSphere/vCenter/VCSA)
- setting up VPN connections (by using OpenVPN/PPTP/GlobalProtect)
- installation and management of Synology NAS systems
- installation and management of modems/routers/firewalls/switches (with brands like Palo Alto/Linksys/Netgear/Cisco/Draytek/Ubiquiti Networks)
- testing backups and backups of servers by using a fallback system at KPN and with Veritas Backup Exec
- installation and management of Microsoft Windows servers (Microsoft Windows Server 2012 to 2019 and also Microsoft Exchange)
- installation and management of Microsoft Windows 10 workstations/notebooks
- installation and management of VPS servers (via WHM/cPanel / CentOS 6.x/7.x)
- installation and management of Linux servers (via SSH/Webmin/xrdp/VPN)
- installation and management of APC UPS emergency power supplies
- web design (including with CMS's such as PrestaShop/WordPress/Magento)
- guidance/thinking along in an ISO 27001 certification process
- DTP work (printed materials/giveaways/graphic designs) (with Adobe Photoshop)

- and Adobe Illustrator)
- communication with various customers, by mail and by telephone
- invoicing and accounting

Jan 2008 –
Jan 2015

System Administrator (Higher), Ambidex Promotions B.V., Zwaag, The Netherlands - www.ambidex.nl (40 hours per week)

- purchasing hardware and software
- installation of hardware and software
- assembling computers with separate hardware components
- installing, configuring and managing the entire Microsoft Windows network infrastructure, including different servers
- installing, configuring and managing a Synology NAS system
- troubleshooting
- DTP work (Adobe Illustrator/Adobe Photoshop)
- designing, styling and managing various websites with various content management systems
- invoicing and booking of incoming invoices (with MicroStar as software)
- making quotes for promotional gifts and printed materials
- communicating daily on the phone with customers from all over the world
- warehouse and logistical activities
- I also worked for subsidiary organization Haveco B.V. and Shipmentworld.NL B.V. at that time

Jun 2005 –
Jan 2008

Support Employee ICT, CBG Connect B.V., Zwaagdijk-Oost, The Netherlands (before called: Computer Beheer Groep B.V.) www.cbqconnect.nl (40 hours per week)

- purchasing hardware and software
- installing hardware
- assembling computers
- on site system management at various large and small customers in The Netherlands
- installing Windows servers on site and at the office
- installing and managing Citrix servers, terminal servers, virtual servers, and thin clients
- installing RAID and NAS systems
- installing and configuring modems, firewalls, routers and switches
- configuring mobile hardware and telecommunications
- setting up backup servers, mail servers and creating Microsoft Windows networks
- remotely performing system management through vpn and rdp connections
- making telephone calls and communication in person and also by e-mail with customers
- making quotations for hardware and software for customers
- giving advice on the purchase of hardware and software
- solving problems and malfunctions (by telephone, remotely and on site)

EDUCATION

2004-2005

Secondary Vocational Education (MBO) - Level 4, IT, Network Administrator
Level 4 Network Administrator at the MBO, Graduated, Horizon College in Hoorn, The Netherlands

2003-2004

Cisco Certified Network Associate (CCNA) Certificate
During my Level 3 study at the Horizon College, Graduated, Horizon College in Hoorn, The Netherlands

- 2001-2004** **Secondary Vocational Education (MBO) - Level 3, IT, Employee Management IT**
Level 3 Employee Management IT at the MBO, Graduated, Horizon College in Hoorn, The Netherlands
- 1996-2001** **Higher General Secondary Education (HAVO)**
Transitional Diploma From Grade 3 To 4 HAVO, Graduated, Scholengemeenschap Tabor - Locatie Werenfridus in Hoorn, The Netherlands
- 1988-1996** **Elementary School**
R.K. Basisschool "De Boogerd", Graduated, in Zwaag, The Netherlands

OTHER EXPERIENCES AND KNOWLEDGE

- 1992-PRESENT** **Driver's License/Car:**
 I passed my driver's exam (for license B, a passenger car) since I was 18 years old and I am in the possession of a car daily.

Languages:

Dutch (NL) (100%), English (ENG) (95%), German (DE) (40%)

Computer Knowledge:

DOS, Linux (CentOS, Debian, Ubuntu), Microsoft Windows 3.1/'95/'98/XP/Vista/7/8/10/11 (both 32-bit and 64-bit architectures), Microsoft Windows NT/Server 2003 through Server 2021, Microsoft Office (from '97), Microsoft 365, Microsoft Exchange, Active Directory, Microstar (administrative software), VMWare ESXi, virtualization, routers, firewalls, modems, Cisco products, Synology DSM NAS systems, backup solutions such as Veritas Backup Exec, storage and RAID solutions, thin clients, and everything in the field of open source content management systems (web shops with cms), all of the Google Tools, SEO (organic search results), SEA (Google Ads), HTML, CSS, social marketing, as well as knowledge of all kinds of hardware, from small business solutions to server solutions, software and stand-alone software.

Please view my [extended resume and website with personal comments and substantiation in English at: https://www.c-vitae.nl](https://www.c-vitae.nl)

Other Types Of Passion / Hobbies:

Computers and IT

Everything that has to do with IT, this is really like a passion for me since my childhood. I like to set up virtual and non-virtual test environments and I like to test the latest IT developments in my spare time. Both in Windows and sometimes in Linux.

Graphics Designs

I like to make a flyer, images in Photoshop, logos or printed matter in Adobe Illustrator. I can do this of course very professionally after so many years!

Web Design / Web Development

I like to help people with creating websites. With Photoshop, for example, to later convert it to HTML / CSS. Or for example an open source CMS such as WordPress or PrestaShop. All wishes are possible!

Producing Music

I have been producing music in the home studio for many years. From reggaeton and moombahton to urban music. A wonderful hobby to escape from the daily grind!

Games

As an IT Specialist, I am of course a gamer in my spare time. I especially love those old retro 8-bit/16-bit/32-bit games. From those great point-and-click adventures we had in MS-DOS back in the day and nowadays Microsoft Windows 10 PC games to consoles from Nintendo, Playstation and even retro consoles such as the first Microsoft Xbox, Playstation 1, N64, NES, SNES, and Arcade systems. I just love pixels and retro! Of course I also like to use my IT knowledge with this hobby. Think, for example, of setting up dedicated game servers for different kinds of PC games (Ark Survival Evolved, Minecraft, Starbound, Terraria, etc.).