

# Patrick de Jongh

All-round IT Professional / ICT Process Engineer

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## PROFILE & ABOUT ME

All-round IT professional with over 20 years of experience in system administration, network management, Microsoft 365, SharePoint, and virtualization. Skilled at translating complex IT issues into clear language and optimizing processes. Experienced in both operational roles and in guiding projects and managing colleagues. My broad expertise spans infrastructure and Microsoft technologies to web development and graphic design. In addition, I have a strong interest in AI consultancy and AI adoption: I help organizations not only with their daily IT operations but also with leveraging new technological opportunities. I am open to senior specialist positions as well as management functions, such as IT Manager or Consultant.

## CORE COMPETENCIES

- Microsoft Windows Desktop (3.1 through 11) and Windows Server (2003 through 2022)
- Microsoft Office (since 1997), including VBA scripting & automation
- Microsoft 365, SharePoint (2010 → 365), Teams, OneDrive
- Networking: VPN, firewalls/routers/switches (e.g., Ubiquiti, DrayTek, Lancom)
- Synology NAS, backup & recovery, Linux tools
- AI consultancy and adoption (Copilot, ChatGPT)
- CRMs (Trimergo), web development, DNS and hosting management
- Supervising interns, stakeholder management, project planning

## WORK EXPERIENCE

### ICT Process Engineer — Schipper Kozijnen BV, Opmeer, Netherlands | Jul 2023 – Jun 2025

- Provided support and administration across hardware and software (Windows 10/11, Microsoft 365)
- Communication and coordination via meetings with external ICT partners (Giant ICT/Veenman)
- Translated ICT issues into clear language for management
- Maintained overall ICT landscape, migration SharePoint 2010 → 365
- Worked with CRM Trimergo, modified VBA macros in Excel
- Implemented custom ticketing system via Teams, remote work via VPN
- Provided AI consultancy (Copilot, ChatGPT), occasional use of PowerApps
- Managed mobile hardware (Android/Apple)

**Support Engineer — Simply IT BV, Alkmaar, Netherlands | May 2022 – Jan 2023**

- Managed Microsoft 365 tenants via Ingram Micro
- Administered Hyper-V servers, Windows Server 2021 (AD, DHCP, DNS)
- Provided 1st–3rd line support remotely (Datto, TeamViewer) and on-site
- Configured routers/modems and VPN connections
- Migrated to SharePoint, ticketing in AutoTask, documentation in IT Glue

**Senior IT Engineer — Xafax ICT BV, Alkmaar, Netherlands | Nov 2020 – May 2022**

- Administered Microsoft 365, Active Directory, VMware ESXi, Hyper-V
- Managed pfSense firewall in external datacenter
- Handled migrations to SharePoint, Synology NAS implementations
- Remote support via VPN/RDP/TeamViewer/SolarWinds
- Ticketing in Freshdesk/Freshservices, DNS management, Teams implementation

**System Administrator — Xaris ICT & Telecom BV, Wognum, Netherlands | Mar 2020 – Aug 2020**

- Managed Microsoft 365, Azure, Active Directory
- Maintained Citrix XenCenter, Hyper-V, Ubiquiti equipment
- Remote support, ticketing in proprietary system
- Windows Server maintenance and rack installations

**IT Specialist / Owner (Freelance) — Uw PC Draait Door, Medemblik, Netherlands | Dec 2015 – Mar 2020**

- Procurement/quotations, invoicing and client communication
- Network infrastructure, VPNs, routers/firewalls/switches
- VMware ESXi, Windows Server, Exchange, Windows 10
- Synology NAS, Linux servers, VPS (WHM/cPanel)
- Web design (PrestaShop/WordPress/Magento), ISO 27001 projects
- DTP (Photoshop, Illustrator)

**System Administrator — Ambidex Promotions BV, Zwaag, Netherlands | Jan 2008 – Jan 2015**

- Procured and assembled hardware, managed networks
- Managed Synology NAS, DTP (Illustrator/Photoshop)
- Maintained websites with various CMS platforms
- Handled invoicing, quotations, customer communication, logistics

**ICT Support Engineer — CBG Connect BV, Zwaagdijk-Oost, Netherlands | Jun 2005 – Jan 2008**

- Managed systems (Windows servers, Citrix, RAID/NAS)
- Configured modems/routers/switches, mobile hardware and telecom
- Remote administration via VPN/RDP, backup and mail servers
- Prepared quotations, advice and troubleshooting

## EDUCATION

**MBO Level 4 — ICT Network Administrator, ROC Horizon College, Hoorn | 2004 – 2005**

**Cisco Certified Network Associate (CCNA), ROC Horizon College, Hoorn | 2003 – 2004**

**MBO Level 3 — ICT Support Specialist, ROC Horizon College, Hoorn | 2001 – 2004**

**Transition Diploma 3 → 4 HAVO, SG Tabor Werenfridus, Hoorn | 1996 – 2001**

**Primary School — R.K. Basisschool 'De Boogerd', Zwaag | 1988 – 1996**

## OTHER

- Driving license B, own car
- Not married
- Languages: Dutch (100%), English (95%), German (40%)
- Software/Tools: Microsoft 365/Office, Windows 3.1 → 11, Windows Server 2003 → 2022, Active Directory, VMware, routers/firewalls/modems, Cisco, Synology DSM, Veritas Backup Exec, RAID/storage, Thin Clients, SEO/SEA, HTML/CSS