



Patrick Siemons

Jagersstraat 16 bus 7
2140 Borgerhout
E-mail: p.siemons@scarlet.be
GSM: +32 486 751585

follow me on [LinkedIn](#)
Website: <http://mpoi.be>

Profile

After more than 20 years working in the IT sector, I have gained a lot of relevant experience and skills in an ever-changing sector. I draw energy from successfully completed questions or completed projects.

I always strive to have positive working relationships with internal and external employees and with customers. Because of my social skills, flexibility and team spirit, I also easily make contact with others.

Skills

Informatics

▪ Operating systems:	Windows 95 > Windows 10 Win2003 Server > Win2016 Server Active Directory, PowerShell Linux, Unix	Excellent Good Good Basic knowledge
▪ Applications:	Office (Excel, Word, PowerPoint, Access) MS Exchange, SharePoint, Lotus Notes	Excellent Good
▪ Networks:	TCP/IP, Cisco Network Devices, CCNA1	Good
▪ Database management:	SQL	Basic knowledge
▪ Webapplications:	WordPress, Drupal	Good
▪ Prog. languages:	Visual Basic, VBScript, VBA, PowerShell ActionScript/Flash C/C++, Java/JavaScript, PHP, ASP HTML XML	Good Basic knowledge Basic knowledge Very good Basic knowledge
▪ Graphical packets:	Photoshop, Lightroom, Illustrator, Flash Dreamweaver, Fireworks	Very good Basic knowledge

Hardware

▪ Installation/configuration	client pc's, laptops barcode readers printers, fax machines, multifunctionals alarm systems, camera surveillance	Excellent Excellent Excellent Excellent
▪ Replacement/maintenance	parts of pc's, laptops parts of printers, fax machines, multifunctionals cabling, back-up batteries, connectors, etc....	Excellent Excellent Excellent

References

- **Tim De Roover** (Zorgbedrijf Antwerpen – Teamleader ITZ and Servicedesk)
Phone: +32 485 132909 – E-mail: tim.deroover@zorgbedrijf.be, deroovert@hotmail.com,
LinkedIn profile: <http://linkedin.com/in/tim-de-roover-47b3ba2>
- **Gert Bauwens** (Diebold-Nixdorf – Manager Service Desk)
Phone: +32 473 827040 – E-mail: bauwensgert@gmail.com,
- **Tess Vinckevleugel** (Obelisk nv – Trainer and Programme counsellor)
Phone: +32 16 661242 – E-mail: tess.vinckevleugel@jobber.be,
- **Liesbeth Van Aerschot** (Intris nv – Management Assistant)
Phone: +32 3 3265075 – E-mail: liesbeth.vanaerschot@intris.be,
- **Pascal Delannoye** (DOT SYS nv – Manager)
Phone: +32 3 8443523 – E-mail: pascal@dotsys.eu,

Professional experience

18.10.21 - present [Zorgbedrijf Antwerpen \(Antwerpen\)](#), Service Desk Engineer

- First & Second line support to customers (telephone and email)
- Remote interventions to users (TeamViewer, RDP, ...)

17.01.17 - present [Pauwels Consulting \(Gent\)](#), Service Desk Engineer

project [Capgemini \(Diegem\)](#), Allianz Service Desk (04.01.21 - present)

- First & Second line support to customers/brokers (telephone and e-mail)
- Remote interventions to users (RDP, ...)

project [Diebold – Nixdorf \(Zellik\)](#), helpdesk for Delhaize stores (17.01.17 – 31.12.20)

- First & Second line support to customers (telephone and e-mail)
- Remote interventions to customers (Own tool, GoToAssist, TeamViewer, RDP, ...)
- Making diagnoses through diverse log files
- Provide feedback to users and technicians with proposals for spare parts
- Installation and configuration of all kinds of printers
- Key role in organizing transfer of helpdesk activities to Poland

05.05.14 - 08.05.15 [Intris nv \(Berchem\)](#), IT – Support employee

- First & Second line support to customers (telephone and e-mail)
- Remote interventions (GoToAssist, TeamViewer, RDP, ...)
- Configuring the Intris software
- Simulation of reported bugs, setting diagnoses and providing solution-oriented feedback
- Testing new software/features

24.10.12 - 30.09.13 [GVA – Sportpaleis group \(Merksem\)](#), IT – Support employee

- First Line support to intern users and extern customers (telephone and e-mail)
- Remote Interventions to customers (TeamViewer)
- Configuring events in the ticketing software
- Configuring barcode printers (Datamax) and barcode scanners (Various)
- Simulation of reported bugs, setting diagnoses and providing solution-oriented feedback
- Testing new software/features

01.12.08 - 23.10.12 [DOT SYS \(Boom\)](#), IT – Support employee

- First Line support to customers (telephone and e-mail)
- Interventions to customers remote (TeamViewer) and on-site
- Configuring TimeManager software
- Configuring time registrations clocks (Vicking, Cipherlab) and scanners (CipherLab)
- Simulation of reported bugs, setting diagnoses and providing solution-oriented feedback
- Testing new software/features
- Perform repairs to time registration clocks (back-up battery, keyboards, ...)

18.11.07 - 03.10.08 [Inventive Designers \(Hoboken\)](#), Administrative clerk

- Development of document templates (Scriptura)
- Simulation of reported bugs, setting diagnoses and providing solution-oriented feedback
- Testing of new software/features
- Support to customers (mostly via e-mail)

19.06.06 - 06.07.07 Various interim assignments

2007 - [Fiege \(Puurs\)](#), IT – Support employee

2007 - [Foresco Packaging nv \(Wilrijk\)](#), IT – Support employee

2006 - [van Doosselaere & Achten \(Antwerpen\)](#), IT – Support

- Support to the internal and external users
- Set up and configuring network, servers, groups and users
- Installation and configuring multifunctional printers in the network
- Installation and configuring desktop PC's
- Configuring and maintenance of Belgacom Forum telephone central

01.04.99 - 31.05.06 *V.O.P.- Colli Service (St.-Niklaas), System Manager*

- Support to internal users (60) across five depots and external users (140)
- Keeping PC & Network Park up-to-date (Backups, antivirus, installation of new PC's, ...)
- Development of small applications/macro's/scripts in VB, VBA and VBScript (test routines, conversions ASCII files, automating recurring tasks for users, ...)
- Testing of new software, follow up the quality of barcodes
- Repairing various hardware (Scanners, PC, printer, fax) (error detection and replacement of defective parts, etc., ...)
- Contacts/meetings with potential clients (discussing capabilities/requirements vs. customer and V.O.P.- Colli Service)

01.10.94 - 31.03.99 *Xeikon n.v. (Mortsel), Testing/Final inspection*

- Visual inspection of assembly of the various components (properly and correctly placed)
- Final mechanical adjustments (distances relative to reference)
- Final adjustments of the electrical/electronic components (voltages, currents, ...)
- Making machine ready for printing (print heads in focus, speed of paper path, ...)
- Perform various printing proofs (focus, register, high density, ...)
- Conducting durability tests + reporting software bugs and production errors
- Assistance to colleagues in trouble

before 01.04.94 *mainly worked as electrician under labor contract*

- Electrical panels
- Alarm systems
- Camera surveillance
- Access control

Training

- | | | |
|-----------|-----------------------|-----------------------|
| ▪ 21 | AD & Group Policy Lab | (Udemy online course) |
| ▪ 20 | PowerShell | (Udemy online course) |
| ▪ 16 | IT-Support employee | (VDAB/Cevora) |
| ▪ 02 - 05 | Webdesign | (SISA Antwerp) |
| ▪ 97 - 01 | Bachelor Informatics | (Cobraz Antwerp) |
| ▪ 96 - 97 | Informatics short B2 | (Cobraz Antwerp) |
| ▪ 79 - 81 | A3 Electricity | (SITO II Antwerp) |

Language skills

- | | | | |
|-----------|----------------------|---------------------|-----------------|
| ▪ English | Speaking
fluently | Reading
fluently | Writing
well |
| ▪ French | good | good | less |
| ▪ German | less | less | less |

Divers

- Driver's license/transport driver's license B/own car

Hobbies/Interests

- Digital Photography
- Traveling
- Cooking