



Patrick Siemons

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volg me op **LinkedIn**
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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 > Win2012 Server Linux, Unix | Excellent Good Basic knowledge |
| ▪ Applications: | Office (Excel, Word, Powerpoint, Acces) MS Exchange, Sharepoint, Lotus Notes | Excellent Good |
| ▪ Networks: | TCP/IP, Cisco Network Devices, CCNA1 | Good |
| ▪ Databasemanagement | SQL | Basic knowledge |
| ▪ Webapplications: | WordPress, Drupal | Good |
| ▪ Prog. languages: | Visual Basic, VBScript, VBA 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, backup batteries, connectors, etc... | Excellent Excellent Excellent |

References

- **Gert Bauwens** (Diebold-Nixdorf – Manager Service Desk)
Phone: +32 473 827040 – E-mail: bauwensgert@gmail.com,
- **Tess Vinckevleugel** (Obelisk nv – Trainer en Trajectbegeleider)
Phone: +32 16 66.12.42 – E-mail: tess.vinckevleugel@jobber.be,
- **Liesbeth Van Aerschot** (Intris nv – Management Assistant)
Phone: +32 3 326.50.75 – E-mail: liesbeth.vanaerschot@intris.be,
- **Pascal Delannoye** (DOT SYS nv – Manager)
Phone: +32 3 844.35.23 – E-mail: pascal@dotsys.eu,

Professional experience

*17.01.17 - present Pauwels Consulting (Gent), Service Desk Engineer
end customer Diebold – Nixdorf (Zellik), helpdesk for Delhaize stores*

- 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
- Instalation 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), ICT – 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), ICT – 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), ICT – 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)
- Testing of new software/features
- Simulation of reported bugs
- Support to customers (mostly via e-mail)

01.04.07 - 06.07.07 Fiege (Puurs), ICT – Support employee

- Support to the internal users (40)
- 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

12.02.07 - 16.03.07 Foresco Packaging nv (Wilrijk), ICT – Support employee

- 10% support to the internal users (20)
- 90% general administrative work and order processing

19.06.06 - 30.11.06 van Doosselaere & Achten (Antwerpen), ICT – Support

- Support to the internal users (100)
- Creating of templates in the various MS Office products

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

- Support to internal users (60) across five depot's 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

- | | | |
|-----------|----------------------|-------------------|
| ▪ 16 | ICT-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

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|-----------|----------------------|---------------------|-----------------|
| ▪ 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