

PERSONAL DETAILS

Name : Marcel Groenewege
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Marital status : Cohabiting, 1 child.
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PROFIEL

Hello, mijn name is Marcel Groenewege. I'm a driven person with in excess of 5 years' experience in the service-helpdesk and office automation field. Previously I have enjoyed working in the 1st / 2nd or 3rd line service support. I am enthusiastic about IT (network) technology and office automation. I enjoy working in teams and in environments with lots of knowledge where I can learn from others.

WORK EXPERIENCE

03/2018/present

Support Engineer, Internet-Cloud hosting, Rotterdam

- Telephone (support) contact with customers;
- Ticket handling within a team of Cloud engineers;
- Handling (support technical) incidents true a zabbix dashboard.
- Domain technical matters such as DNS institutions, relocations, change or registrar, administration;
- Requesting SSL certificates for shared hosting;
- Develop, produce and create manuals for customers and support department;

10-2017/12-2017

IT Tooling consultant, Joost IT Tooling & Service management, Leidschendam

- TOPdesk remote / local application management for Rijkswaterstaat;
- Workplace / Administrator on Office 365 KA for Joost-IT;
- TOPdesk activities on various modules;
- Service point for resolving fault on IT materials;
- Support on the TOPdesk tool;

Reference: Mr Marcel Bosman, 06-23431532 (Field coordinator)

01-2015/11-2016

Freelance Helpdesk / Customer facing engineer for SKP, Pijnacker.

- Technical helpdesk dealing with TV, Internet, VOIP and administrative issues and casus;
- Creation and improvement of documentation/manuals in relation to SKP services;
- Solve malfunctions at customers, by phone or remotely;
- Data entry customer files;

Reference: Mr C. Kooistra, 06-53397294 (Technical coordinator)

08-2014/04-2016

Service and helpdesk support, Broadcasting company TV West Den Haag.

- 1st / 2nd line support for IT related issues and casus;
- Configure and install hardware, software en external devices;
- Installation of client software (RES one) on local devices for the network;
- Active directory and exchange, creation, modification and deletion of accounts;
- Design, create, modify of documentation / manuals;
- Maintenance of the intranet for broadcasting company;
- Project controller for creation, modification of workplaces;
- Assist with IT projects inside the organisation; (small system management tasks)
- Registration of complaints in Topdesk;
- Translate customer requirements, deal with offer process and configure/install/delivery of the required appliances/materials;
- Orderings and delivering of (small) ICT materials to users;
- Taking care and installation of presentation equipment (smartboard, beamers)
- Support of Trainees.

Reference: Mr. W. Pongers, 06-54310150 (Head technical broadcasting company TV west)

01-2014/07-2014

IT Support, Digivotion, Rotterdam.

- Settle support tickets and coordination of tasks;

- Answer phone in relation to support and more general issues / casus;
- Answering of questions by mail and social media;
- Resolve direct (small) malfunctions in HTML and own CMS';
- Install domains for customers.

08-1-2012/12-2013 **Helpdesk support and customer facing engineer, Ipronto automatisering, Rotterdam.**

- Technical internet helpdesk 2nd and 3rd line support;
- Delivery of appliances and materials like, routers, cabling, plugs, advice on home networks;
- Resolve malfunctions for internet, VOIP and TV (customer support by remote);
- Resolve technical issues in customer homes, ore true a appointment or remotely;
- Creation, change of documentation, manuals and procedures for SKP services;
- Advisory on establishment, creation of home networks .

Reference: Mr. A IJsselstein 06-14600778 (Manager Inperon)

For more work experience before 2012, please refer to my online (Dutch) resume at: <http://www.marcelgroenewege.nl>

IT KNOWLEDGE

IT Projects, Windows 7/8/10, Microsoft Office Package, Webcare Service desk, HTML (basic), Computer maintenance, Active Directory, Exchange, Support 2nd / 3rd Line, Hardware, cable modems , iPhone, iPad. Social networking, Helpdesk implementation, Topdesk, Android, VOIP (user-skills), Wordpress, WDS/MDT, RES (one), Building documentation on end user guides, Teacher computer engineering for the elderly, Creation of Home networks, Windows (older versions), Testing (acceptance testing), Basic database (ms-acces)

TRAINING/COURSES

11-2017 e-learning: ITIL Foundations Fundamentals en defenitions
11-2017 Joost-it: Topdesk Self Serviced Portaal and designer
11-2017 Joost-it: Topdesk Configuration management
10-2017 Joost-it: Topdesk Incidentmanagement
10-2017 Topdesk: Reporting
10-2017 Topdesk: Application management
10-2017 Topdesk: Basic training
10-2017 zelfstudie: Editor audio/video incl. camera work
03-2017 e-learning: Bootstrap 3.0 Essentials
01-2017 e-learning: Windows server 2016 Essentials
12-2016 e-learning: Twitter Essentials
11-2016 e-learning: Windows server 2012 Administration Essentials
e-learning: How To Create a Hacking / Penetration Testing Lab
10-2016 e-learning: Windows server 2012 Essentials
e-learning: Windows 10 'How to setup' (basics)
e-learning: Windows 10 Essentials
09-2016 e-learning: Windows 8 Essentials
11-2015 e-learning: Photoshop CC
e-learning: MS Outlook en office training vanaf 2010
e-learning: Virtual Box, Windows 10 install, test, remove
e-learning: HTML Basic
e-learning: iPhone 101 (iOS7)

SCHOOL EDUCATION

1993 – 1994 MBO Business administration, Haagland Techniek, Den Haag
1979 – 1984 LTS specialisation Masonry / Plastering, ITO Delft

COMPETENCES

Reliable, Customer focussed, Loyal, Follows through with commitment, Analytical, Ability to follow through what is stated, Engaged and passionate (especially on the field of IT in general)

PROJECTS

2017 Resturcturing website Marcel Groenewege (Version 2.0)
2017 Website for sale property
2017 Elementary school Year 1 and 2 small computer use.
2016 Mouse Beep, primary school group 1 and 2 become familiar with computer mouse.
2015 Various projects within Omroep West.
2013 Realize Wi-Fi (public) network shopping center Pijnacker.
2012 Creation, Change and maintenance of manuals for end-users of ISP Pijnacker-Delfgauw

EXPERIENCE on the field of; Coax, cable routers, helpdesk, start-up of service ore helpdesk, office automation, service desk, End user internet, Classroom based teaching, The internet, Home-networks, Topdesk, Documentation, manuals (specialisation)

SECONDARY ACTIVITIES

08-2014 /2017 Voluntary work for S.W.O.P te Pijnacker
02-2016 Coordinator WhatsApp Community Watch

HOBBY / INTEREST

Creation and editing of self-made Amateur movies, Nature and Macro photography, ICT (in broad sense), Assisting elderly people with the use of computers and be point of contact for any computer related issues.