

Resume

Summary:

Personal information

Wouter Simons
Bastion 44
8223GA LELYSTAD
Email: mail@woutersimons.com
Telefoon: +31 (6) 14874865

Employment

11/2007 – present	Joost – Technical Business Support Specialist
10/2006 – 10/2007	Joost – Windows Administrator and Developer
5/2005 – 9/2006	DHV – Technical specialist – ABOR
2/2002 – 5/2005	DHV – Support engineer
1/2001 – 2/2002	Planet Internet – ADSL Taskforce
2/1999 – 8/1999	Domino – Assistant network administrator

Training and Education

2006	Business (Short HBO)
2004	ITIL foundation (Certificate)
2003	Windows 2000 Professional (Certificate)
1999	Havo (highschool)

Languages

Dutch: Fluent
English: Fluent

Character

Passionate, enthusiast, motivator, ambitious, result driven, diligent, intelligent, compassionate.

Description:

Goals and ambitions

During my different employments I have always naturally been drawn towards a supporting role, in these roles I was always focused on long term improvement not forgetting the current situation and adapting as needed. In principal, I would like to continue along this same path, but find more of a role where the experience I worked on in the past years can be put to use. I enjoy chaos when I am expected to find patterns and improve the current situation.

My short term goal is to work in an environment that will allow me to both deepen my experience and use what I have learned already; to be actively involved in the organization and to deliver high end support to customers with high expectations.

Long term, I would like to find myself in a place where I lead a small team of professionals to share my experience and to fulfill my interests towards a leadership role.

My education and interests match both my short and long term goal. If there is an opportunity to further that education through an employer that would definitely be a plus for me.

Employment

Period: 10/2006 - present **Technical Business Support Specialist**

Employer: Joost Technologies b.v.

After a year as system administrator and developer, I was asked to work for a different department as technical support specialist for business-to-business support. In this position my main tasks are to professionalize the support and documentation of content ingestion tooling. This includes, but is not limited to, day to day tracking of issues, coaching two junior business support employees, proposing a service level agreement, updating and organizing documentation, assisting with the testing of new releases of content ingestion tools, and structuring communication to other departments dealing with the content ingestion tools.

Period: 10/2006 - 10/2007 **Windows Administrator and Developer**

Employer: Joost Technologies b.v.

Joost, as a startup, is a very dynamic environment where it comes to systems administration and in general. Within a young team I worked on multiple tasks such as generating quite a bit of documentation for end users, describing a few core processes such as the process for creating a new user account, writing a company directory system, and installing and Exchange environment within the existing architecture.

Period: 5/2005 - 9/2006 **Technical specialist – ABOR (Automatisering van Beheer Openbare Ruimte = Automation of Public Area Management and Administration)**

Employer: DHV

I was part of a team of four people that maintain and develop an administration package for public space. The team offers client support, installations/implementations, technical assistance in many of the internal projects, and development of the software.

I worked with database systems daily, converting information from one structure to another with SQL or sometimes automated through custom developed software, answering client questions, writing technical documentation, working on software development projects as a requirements gatherer and writing software specifications. Because it is a small team with a lot of responsibilities the work was very dynamic and flexible.

Period: 2/2002 - 5/2005 **Supportengineer**

Employer: DHV

During this period I worked as a support engineer for an internal ICT department. I offered second line and on-site support to users throughout the company. Often this meant working at one of the subsites of the company. This meant that everything from simple user questions to local server management was among my daily operations.

Periode: 1/2001 - 2/2002 **ADSL Taskforce**

Employer: Planet Internet

Working at planet internet I witnessed the explosion of ADSL subscriptions. In a team of six plus one I worked on the technical support issues. Because the service offered is a shared service between KPN and Planet Internet a big part of the work involved solving issues together with a team from KPN. During this period I learned the detailed workings of ADSL and network systems in general.

Periode: 2/1999 - 8/1999 **Assistent Network Administrator**

Employer: Domino Amjet BV

Domino Amjet BV (holland) is a medium sized company that makes ink jet printers for big production lines. During the migration of windows NT4 and 98 with windows NT4 Server and Novell I assisten the network administrator with upgrades and installations. I also provided on-site support to users.

Education

Aside from certified educations as listed in the summary; I spend 2 hours a day on average reading and studying any subject that manages to grab my interest. Normally the subject involves either business or software engineering, but occasionally I work on different subjects. As you can see from the list under Goals, current subjects are what interest me most. I like applying what I learn in practice as fast as possible to combine studied knowledge with practical skills.