

CURRICULUM VITAE

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Website: <http://www.stevek.be>
Nationality: Belgian
Date of birth: 26-07-1974
Place of birth: Vilvoorde, Belgium
Interests: Webdesign, Computers, Reading

Personality

- Good communication skills (written and oral, English and Dutch language)
- Ability to work well in a team environment
- Interpersonal skills, especially in information gathering and group discussions
- Ability to be assertive, yet co-operative

Professional Experience

9/2012 – present Arco Information
Support Technician

- Provide Software support on document and workflow software developed by Arco Information
- Integrate with the clients ICT infrastructure and follow existing procedures and comply with local ICT standards
- Provide support for Kofax Capture + KTM
- Install / upgrade our products for customers and partners
- SQL Server management @customers
- Oracle Server management @customers

6/2008 – 8/2012 Pauwels Consulting
ICT consultant

- Provide Hard- and Software support as a consultant for clients
- Integrate with the clients ICT infrastructure and follow existing procedures and comply with local ICT standards
- Become part of the local support environment, blend in with the team
- In this capacity I worked for following companies :
 - Delhaize Group
 - As a Helpdesk Officer for the Corporate Office of Delhaize Group
 - Provide support for the people at the Corporate Office
 - Provide VIP support to all SVP's, VP's, the CEO and all executive members
 - Liaise with IT Delhaize Belgium for issues related to the Corporate Office
 - Deloitte & Touche
 - I worked for the Front Office, the single point of contact for all matters ICT related as an ICT Support Engineer

- Acted as “Firefighter”, providing VIP support for higher management functions and business critical systems
 - Shurgard Selfstorage
 - Providing support for the sales people in the different Shurgard Stores in Europe and for the business employees in the local support centers
 - Stésud
 - Act as a project coordinator with regards to the elections held on 7/6/09
 - Train the people responsible for the installations and coordinate the installations in the different communities
 - Follow up with ministry of internal affairs on the progress of the project
 - Provide technical support for the media companies who receive data from Stésud and publish this on different media channels

4/2005 – 5/2008 DHL Zaventem
Application Analyst

- Support ASI (Automated Supplier invoices = A DHL bespoke solution which automates business processes associated with the DHL airline, focusing on supplier invoices)
- Support Brussels Inventory, Landing & handling module, IRC and TNC module, Brussels Fuel, Contracts, Accruals, Reporting and user security with the ASI application
- Interact with Amtrix team – EDI and XML mappings
- Analyze user processes
- Liaise with programmer
- Create user work instructions

1/2002 - 3/2005 DHL Diegem
User Support Engineer

- Software and Hardware support on site for internal users
- Installation of new pc's and replacement of end of lease pc's
- Handling network problems and providing network connections for users
- Installation and maintenance of dial up software (VPN, GPRS,...)

9/1999 - 12/2001 DHL (BAC) BRU-HUB and Vilvoorde
Helpdesk Support Financial Systems

- Support JDEdwards Financials software
- User Security administration for JDEdwards WorldSoftware
- User Security administration for Windows NT Server (BAC domain)
- Handle all User access requests to any other IT systems
- Handling of customer calls related to the core financial software and recording all reported problems and end-users questions in the Helpdesk database
- Update the call status and assure daily follow-up of any problems recorded in the Helpdesk database
- Prepare various reports from Helpdesk database as required
- Liaise with IT department on technical aspects of AS/400 connected workstations (communications, networking and software interfacing) and printers
- Advise users on software and program issues as far as they relate to the core finance application (JDE)

9/1998 - 9/1999 C&A Firma Logidis Vilvoorde
Housekeeping

- Responsible for internal moves
- Office supplies, printers and copiers

3/1998 - 7/1998 Artal NV Londerzeel
Warehouseman

- Order picking of frozen food items
- Inventory

4/1997 - 8/1997 Mewa (Servibel) Mechelen
Warehouseman - Representative

- Pickup and delivery of work clothing at client side for cleaning
- Getting final measurements for new work clothes for new clients
- General Inventory

9/1996 - 4/1997 Procter & Gamble Mechelen
Handler

- Supply chain quality check
- Ensuring continuity of production chain

10/1994 - 7/1996 Krefel (Correxpo) Grimbergen
Warehouseman

- Order picking
- Fork lift driver
- Inventory

Education

- Sint Godelieve Instituut Kapelle op den Bos
- Commerce – High School Degree