

Curriculum Vitae v 2.0.27

Personal information

name: Tom Decouttere
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date of birth: January 9, 1967
place of birth: Kortrijk
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drivers license : B



Education

1986 – 1989: Graduated in Electronics
VHTI, Kortrijk
Final project: professional high-frequency amplifiers

1986: candidate Industrial engineer Electronics
PIH, Kortrijk

1979 – 1985: Secondary education: Sciences (A, 2 years B)
Sint Jozefscollege, Izegem

Additional training: Windows Server 2003, Cisco CCNA INTRO, XML, programming in C, programming in C#, (Asp.NET), Source: Legato Backup, Windows Server 2012, Azure: Windows Server 2019 (but mainly self-taught, no training offered in most recent work assignments)

Professional experience

<i>Electronica</i>	<i>Software</i>	<i>IT</i>	<i>IT</i>	<i>IT</i>
Barco		Scientific Atlanta	Cisco	
1989		2000		2008 -

C- Mec Services, Heule - IT Support Engineer - 01/2021 – 07/2023

IT from A to Z (general IT user support 1st & 2nd line, and server maintenance “keep alive”)
- one-man operation IT since July 2022

Office365 user support/admin (Microsoft Global Administrator, Exchange online administrator)

Configuration of new laptops, first user training on usage of company tools ..

Active Directory / Azure Active Directory

Citrix / VMware on ESX – 44 virtual servers, Citrix Receiver/Workspace or via web

Veeam backup

Setup/ config / followup ManageEngine Servicedesk (open source helpdesk)

on IIS (<https://servicedesk.c-mec.eu>) internal + external for other remote sites

Microsoft InTune (both phone lock/kiosk PC)

Powershell (various script applications)
Papercut (print management) – order additional supplies if automatic system failed
Profit+ (ERP system) – User Administration
PowerBI (online and desktop, on-premise data gateway setup)
Support for various technical software : TopSolid , Boost, ...)
Followup on external security assessment : start implementations (2FA, ...)
Contact 3rd party IT provider on if-needed basis : support, troubleshooting, licenses, ...
Maintain mobile phone contracts, phone numbers, SIM cards

**De Coene Products, Gullegem - IT Support - 03/2020 – 10/2020
(via Talentus interim)**

IT support all round
Active Directory
.Net software updates
Microsoft Dynamics AX 4.0

**Barco, Kortrijk - IT First Line Helpdesk as Consultant - 08/2019 – 01/2020
(via TiTANS NV)**

1st line helpdesk
Active Directory
CA Servicedesk, CA DSMMcAfee ePO

**Bekaert, Zwevegem - Senior System Administrator - 07/2016 – 07/2019
(via HCL Technologies Belgium)**

1st line and 2nd ^{line} helpdesk
Active Directory
network support
Service Desk Ticketing master
tape backup operations

Soenen-Golfkarton, Hooglede - IT operations - 11/2012 – 07/2015

Servers (VMWare), network support
1st line and 2nd line helpdesk
Support barcode printing , database maintenance
Start-up of new Mitel VOIP telephone exchange

TDC, Kortrijk - IT Consultancy - 10/2008 – 11/2012

Servers, networks and internet developments www.tdc.be
Linux Ubuntu VPS servers, in data centers in Germany and France, SSL certificates
Linux Ubuntu desktop

BarcoNet – Scientific Atlanta (Cisco) Kortrijk - IT System Engineer - 10/2000 – 07/2008

° - Windows Server, networking, Active Directory management, various server maintenance tasks, application development for extranet (customer licensing)

° *Application Engineer*

- development intranet for follow-up and support of production department,
This was mainly accomplished with classic ASP at that time, later on
proprietary further custom development of Barco CRM application

Barco / BarcoNet Kortrijk - HF RF technician – Production Liaison - 6/1989 – 10/2000

° *Test Engineer*

- development test programs for production equipment (LabView)

° *Production Liason*

- link between development team (lab, R&D) and production floor

° *High frequency technician*

Skills (note: this updated text also includes older knowledge)

- Windows environment: MS Windows NT4, 2000, 2003, 2007, Server 2008, Server 2012R2, Server 2016, Server 2019, Windows 10 installation & maintenance, advanced troubleshooting, also for legacy OS systems since Windows XP - Active Directory and Azure AD , DHCP, DNS, network monitoring & security
 - SQLserver : versions from MS SQL6.5, 7.0, 2000, 2005, 2019 (recently Azure MS SQL) tools as SQLQuery (first versions), SQL Server Management Studio
 - Veeam backup (version 11, also Office 365)
 - HTML4 (code), (S)FTP, VB scripting, WMI
 - Microsoft Exchange Server 2000/2003, antivirus corporate, WSUS, software inventory
 - Oracle 9i, 11 and data conversion (ETL design)
 - support business applications such as SAP ERP client, BO (Scientific Atlanta : BI), Agile, legacy Barco applications
 - nowadays: PowerBI (both online and desktop versions, set up and working via gateway)
 - PC user support (Windows), extensive troubleshooting 1st and 2nd line
 - warehouse logistics: wireless barcode readers, label printers, barcode printing
 - virtualization (VMware) development for IIS web server, ASP.NET (C#) and then classic ASP
- (from the earlier electronics era at Barco :)
- knowledge of complex measuring equipment and measurements in audio/video and RF high frequency
 - working with tools for production and finishing of supplied components - repair of HF devices in production and RMA return devices from customers
 - SMD soldering

Languages

Dutch : native

English : fluent

French : good (a little less smooth than written)

References

Scientific Atlanta / Barco / Cisco (now SynaMedia) - Luipaardstraat 12 - 8500 Kortrijk
Marc Poot (retired) 0475/617191 - Luc Poorteman 056/445 000

Vandewiele NV

Tom Steyaert +32 496 23 99 22 (independent consultant, my IT-manager C- Mec 2020-2022,

my IT-manager Soenen 2013-2015)

Cisco – Atlanta, Georgia USA Russ Jones (retired) +1 678-421 -6721

HCL Technologies Belgium, Bruno Vanhellemont +32 475 98 16 07

Barco – Beneluxpark 21 – 8500 Kortrijk

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De Coene Products – Europalaan 235 – 8560 Gullegem

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Luc Van Braekel – Intersight - ICT Consultant

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