

TOM DECOUTTERE

IT SYSTEMS / CLOUD INFRA

✉ tom@decouttere.com 📞
📍 0475/714 755
Doorniksesteenweg 81 bus 23,
Kortrijk, 8500, Belgium

ABOUT ME

Experienced IT professional with a background in electronics and software. Skilled in Windows Server, Active Directory, SQL Server, Powershell, VMware, and ASP.NET (C#).

Extensive experience in recent cloud admin environments as Microsoft 365, Azure, Google Workspace.

Fluent in Dutch and English. Seeking new opportunities in the IT industry.

SKILLS

Windows Server

Active Directory

SQL Server

Powershell

VMware

ASP.NET (C#)

PowerBI

Microsoft 365, support & admin

Google Workspace, support & admin

Linux Ubuntu, server admin

internet DNS registry admin

LINKS

Personal Website:

<https://tom.decouttere.be>

Company Website:

<https://www.tdc.be>

WORK EXPERIENCE

IT SUPPORT & ADMIN | C-Mec Services | Heule | Jan 2021 - Jul 2023

- Provided comprehensive IT support, encompassing both 1st and 2nd line assistance, along with diligent server maintenance, streamlining IT operations within a reduced team.
- Expertly administered Office 365, serving as a Microsoft Global Administrator and Exchange Online Administrator, ensuring seamless user experiences.
- Spearheaded the configuration and initial training for new laptop deployments, enhancing user proficiency with company tools.
- Managed Active Directory and Azure Active Directory (Entra) to ensure secure and efficient user access control.
- Oversaw a robust virtual server environment with 44 virtual servers using Citrix/VMware on ESX, facilitating remote access through Citrix Receiver/Workspace and web interfaces.
- Implemented Veeam backup solutions, guaranteeing data integrity and business continuity.
- Configured and maintained the ManageEngine ServiceDesk on IIS, providing a responsive helpdesk solution for both internal and external stakeholders.
- Administered Microsoft Intune for mobile device and kiosk PC management, enhancing device security and user compliance.
- Utilized PowerShell scripting to automate various IT processes, increasing operational efficiency.
- Managed print services using PaperCut, including the procurement of supplies to ensure uninterrupted service.
- Administered the Profit+ ERP system, maintaining user accounts and permissions.
- Developed and maintained PowerBI reports, including setup of on-premise data gateways, to drive data-driven decision-making.
- Provided technical support for specialized software such as TopSolid and Boost, ensuring optimal user productivity.
- Led the implementation of security enhancements following external assessments, including the rollout of 2FA measures.
- Served as the primary liaison with third-party IT providers for support, troubleshooting, licensing, and other IT services.
- Maintained mobile phone contracts, managed phone numbers and SIM cards, ensuring effective communication channels across the organization.
- Provided comprehensive IT support, managing server maintenance and user issues, ensuring seamless operations as team size reduced.

LANGUAGES

Dutch

English

French

HOBBIES

internet radiostation
(<https://fmko.be>)
(<https://radiogemini.be>) used to
run own local radiostation on
FM in Kortrijk (Musica FM)
audio processing tools &
equipment used to collect CD's
import from US, smooth jazz
music format

PERSONAL DETAILS

Date of birth
09 Jan 1967

Nationality
Belgian

Visa status
N/A

Marital status
unmarried

- Implemented security measures following assessments, liaised with third-party IT services, and managed mobile contracts and print solutions.

IT SUPPORT | *De Coene Products* | *Gullegem* | *Mar 2020 - Oct 2020*

- Delivered comprehensive IT support and customized solutions in AX Dynamics 4.0, enhancing system efficiency and user satisfaction.

IT FIRST LINE HELPDESK | *Barco* | *Kortrijk* | *Aug 2019 - Jan 2020*

- Spearheaded first-line helpdesk operations, providing rapid response and advanced troubleshooting solutions.
- Expertly maintained Active Directory, ensuring seamless network access and data integrity.
- Resolved 1st line IT queries
- Ensured IT support excellence

SENIOR SYSTEM ADMINISTRATOR | *Bekaert* | *Zwevegem* | *Jul 2016 - Jul 2019*

- Expertly managed 1st and 2nd line helpdesk functions, ensuring efficient resolution of user issues and maintaining high satisfaction levels.
- Provided robust network support, optimizing system performance and reliability across the organization.
- Oversaw tape backup operations, safeguarding critical data with consistent and reliable backup processes.

IT SYSTEM ENGINEER | *BarcoNet - Scientific Atlanta (Cisco)* | *Kortrijk* | *Oct 2000 - Jul 2008*

- Proficient IT System Engineer with hands-on experience in Application Engineering and Helpdesk support.
- Skilled in developing custom software solutions using C#/ASP.NET.
- Boosted IT efficiency

HF RF TECHNICIAN - PRODUCTION LIAISON | *Barco / BarcoNet* | *Kortrijk* | *Jun 1989 - Oct 2000*

- Spearheaded the integration of LabView graphical coding software, significantly enhancing testing equipment capabilities.
 - Achieved substantial reduction in test development time, streamlining production processes.
 - Implemented ASP scripting and SQL Server for efficient production monitoring and follow-up via intranet.
-

EDUCATION

BACHELOR

VIVES (formerly VHTI), Kortrijk, Kortrijk | 1989

Electronica, specialisatie RF

Eindwerk: professionele hoogfrequentversterkers

REFERENCES



Luc Vanbraekel

Intersight

T: +32475 749239

E: luc@lvb.net



Tom Steyaert

T: +32 496 23 99 22

E: tsteyaert@hotmail.com

DRIVING LICENSE

Driving license category

B

KAND. INDUSTRIEEL INGENIEUR ELEKTRONICA

PIH, Kortrijk, Kortrijk | 1988

SECUNDAIR ONDERWIJS: WETENSCHAPPEN

Sint Jozefscollege, Izegem, Izegem | 1985

A, 2 jr B

COURSES

CISCO CCNA | *Apr 2024*

WINDOWS SERVER | *Syntra West | Nov 2011*

LEGATO BACKUP | *Feb 2008*

SELF-LEARNING | *own | Jul 1989 - Present*