

Curriculum Vitae

Steve Gilissen

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Date of Birth: 03/03/1988

Drivers License: Type B (*I have my own vehicle*)



Education & Internships

Network Administrator (CCNA)

2009 – 2010: CVO Heusden-Zolder

Internship: **Publi-PureVision** Hasselt

- Windows Server administration
- Repair of PC/POS hardware
- Build & maintain websites

Informatics / PC Technician

2006 – 2007: Syntra Genk

Alfa-Zet Systems Heusden-Zolder (Internship)

- Installation of POS systems
- Repair of PC/POS hardware

AD&C BVBA Zutendaal (Internship)

- Installation of POS systems
- Repair of PC/POS hardware

Competences

Languages

- Dutch – Native language
- English – Good

Other competences

Excellent knowledge of:

- Xerox Multifunction Devices
- MS Office suite
- Adobe Photoshop
- Xojo
- Windows/Mac/Linux client/server

Experience

IT Analyst

2014 - 2016: *Kantoor Automatisering Limburg*

- Deployment and Installation of Xerox MFP's
- Troubleshooting and support of Xerox MFP's
- Deployment and Installation of Xerox Light Production presses
- Troubleshooting and support of Xerox Light Production presses
- Administration, deployment and installation of EFI Fiery Colour Servers for Xerox devices
- Basic colour calibration on EFI Fiery Colour Servers for Xerox devices
- Administration of Windows Print, File and Active Directory servers
- Administration of Linux-based print servers using CUPS

Personal Information

Hobbies

- Pinball & Arcade machines
- Repairing pinball machines
- Honda 4-stroke motorcycles
- Retrogaming & Demoscene

Attitudes

- Patient
- Independent
- Teamplayer
- Stress resistant

MPS Service Desk Representative

2013 – 2014: Xerox Europe (Dublin)

- Manage and support Xerox multifunction devices for the Belgium Post account
- Be the primary country contact for the customer on all escalations
- Liaise with various helpdesks, Xerox & third party service providers, escalating through these avenues to close
- Co-ordinate all consumable/break-fix calls to enable dispatch of Xerox & Multi-vendor consumables and engineers to customers

Self-employed

2011 – 2012: Alfa+

- Designing & coding applications and webapps
- Provide PC hardware & software support

First Line tech support agent

2010: Target Power Group

- Provide first line tech support for digital TV, internet and PSTN

2008-2009: IPGlobalNet

- Provide first line tech support for digital TV, internet and PSTN