

## Curriculum Vitae

### Steve Gilissen

Sint-Jozefsplein 23  
3511 Hasselt

☎ 0478/59.61.67

✉ [steve@gilissen.me](mailto:steve@gilissen.me)

Date of Birth: 03/03/1988

Driver's License: Type B



## 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 – Fluent
- French – Intermediate

### Other competences

Good to excellent knowledge of:

- MS Office 365, Active Directory
- Python / Django framework
- Windows client/server
- Centos / Fedora / Debian Linux
- Ubiquiti UniFi networks
- Mikrotik

## Experience

### Service Desk Engineer

2016 – Present: Cegeka NV

- Liaise with various helpdesks and service providers
- Manage accounts (AD, VPN, SAP, ...) and Group Policies
- Manage virtualization solutions and included user profiles
- Installing and documenting a diversity of software solutions
- Register and follow up on tickets to and from all concerned parties

### Founder / Owner

2015 – Present: Locked-in Hasselt BVBA

- Design, implement and manage on-site IT infrastructure
- Develop and deploy applications and infrastructure for Escape Games
- Manage and followup on customer relations

## Personal Information

### Hobbies

- Pinball & Arcade machines
- Demoscene & Digital Arts

### Attitudes

- Patient
- Independent
- Teamplayer
- Stress resistant

**Founder / Owner**

*2015 – Present: Aurora Solutions*

- Freelance IT consulting
- Linux and Windows system administration
- Configuration and deployment of SOHO networks
- Provide support for end users in SOHO environments

**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

**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