



THOMAS SCHREYEN

CONTACT

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- Maldegem
- Male
- 12/10/1990
- Unmarried

EDUCATION

BUSINESS ADMINISTRATION
2005-2012

LANGUAGES

DUTCH
Mother tongue

ENGLISH
Verbal: Good
Written: Good

FRENCH
Verbal: Advanced
Written: Advanced

PROFESSIONAL SUMMARY

In the dynamic digital landscape of today, companies have an increasingly vital need for ICT professionals who are not just proficient but also at the forefront of new trends and technologies. I am dedicated to being that professional, offering comprehensive guidance and unwavering support to organizations navigating the ever-evolving realm of technology. With a relentless commitment to staying up-to-date with emerging trends and a proven track record of implementing innovative solutions, I empower businesses to harness the full potential of cutting-edge technology, ensuring their continued growth and success. My passion for driving digital transformation, coupled with my deep expertise in ICT, makes me an invaluable asset to any forward-thinking organization seeking to thrive in today's digitally-driven world.

OBJECTIVE

Dedicated and highly experienced IT Support Engineer with over 12 years of proven expertise in delivering comprehensive technical support to enhance organizational efficiency. Adept at diagnosing and resolving complex IT issues, implementing system enhancements, and providing outstanding customer service. Seeking a challenging IT Support Engineer role to leverage my skills in optimizing IT infrastructure and ensuring seamless operations.

WORK EXPERIENCE

FREELANCE IT CONSULTANT

Schreyen IT Consulting | October 2023 - Present

- Provide expert guidance to companies on IT projects, ensuring the successful implementation of customized solutions to meet their specific needs.
- Deliver professional-level end user support and proactive infrastructure maintenance, ensuring smooth and efficient operations.
- Focus on future-proofing companies by identifying and implementing technologies and strategies that prepare them for upcoming challenges and advancements in the IT industry.
- Specialize in helping companies transition from hybrid IT environments to cloud-based solutions, optimizing resource utilization, scalability, and cost-effectiveness.
- Offer strategic planning and execution to enable a seamless migration from hybrid to cloud environments, minimizing disruptions and maximizing the benefits of cloud technologies.
- Serve as a trusted advisor to clients, staying updated with the latest trends and emerging technologies to provide them with informed recommendations.
- Foster long-term relationships with clients by consistently delivering value, reliability, and innovation in IT solutions and support.
- Assist companies in enhancing data security measures, ensuring the protection of critical information and data assets.

TEAM LEAD

Cobral | May 2023 – October 2023

- Led a high-performing team in designing and deploying customized IT infrastructure solutions tailored to meet a wide range of customer requirements.
- Provided guidance and mentorship to team members, fostering their professional growth and enhancing their technical skills.
- Collaborated with clients to assess their IT needs, develop project plans, and ensure on-time and on-budget delivery of solutions.
- Oversaw the setup and maintenance of servers and network environments to guarantee efficient and secure operations.
- Managed Office 365 tenant enrollment and offered ongoing support to clients, resolving issues and ensuring seamless service delivery.
- Executed successful migration of external hardware resources to the Microsoft Azure cloud infrastructure, optimizing performance and cost-effectiveness.
- Stayed up-to-date with the latest industry trends and emerging technologies, enabling the team to deliver advanced IT solutions that met evolving customer demands.

THOMAS SCHREYEN

CERTIFICATES

ITIL FOUNDATION V3
2015

CORE SKILLS

- IT Support
- Troubleshooting
- Password Management
- ITIL Framework
- PC Installation & Deployment
- Standardized Deployment
- Multilingual Communication
- Technical Expertise
- Problem-Solving
- User Training
- Communication Skills
- Remote Desktop Support
- Active Directory Management
- Network Troubleshooting
- Hardware Maintenance
- Software Installation
- Data Backup and Recovery
- Customer Service Excellence
- Documentation and Reporting
- Vendor Communication
- End-User Education

WORK EXPERIENCE

SYSTEM ENGINEER

X2O | July 2021 - May 2023

- Designed and deployed customized IT infrastructure solutions, aligning technology with the unique needs of various customers.
Successfully set up and maintained servers and network environments, ensuring their reliability, security, and optimal performance.
- Managed Office 365 tenant enrollment, providing continuous support for clients, resolving technical issues, and offering training to end-users.
- Orchestrated the seamless migration of external hardware resources to Microsoft Azure cloud infrastructure, optimizing resource utilization and reducing costs.
- Maintained a strong focus on staying current with industry trends and emerging technologies, applying this knowledge to deliver cutting-edge IT solutions.
- Actively contributed to enhanced operational efficiency by implementing innovative solutions and best practices.
Strengthened data security measures to protect critical information and data assets.
- Collaborated closely with clients, employing a customer-centric approach to understand their unique requirements and provide tailored IT solutions.
- Played an essential role in clients' success, ensuring the reliability and performance of their IT systems and fostering long-term relationships based on trust and satisfaction.

ALLROUND IT SUPPORT ENGINEER

Versele Laga, Xpower, Uvion | 2020 – 2020

- Delivered top-notch IT support services, ensuring high-quality solutions for end-users.
- Proficiently troubleshooted and resolved hardware and software issues, minimizing downtime.
- Demonstrated expertise in ITIL-based (ITIL) environments, adhering to best practices for IT service management.
- Acted as a valuable coach, providing guidance and training to team members for skill enhancement.
- Leveraged trilingual proficiency in Dutch, English, and French to facilitate effective communication and support across diverse language preferences and regions.
- Collaborated with cross-functional teams to implement IT solutions, contributing to the enhancement of overall organizational efficiency.
- Maintained accurate documentation of IT support processes, ensuring easy reference and streamlined issue resolution.
- Adapted quickly to emerging technologies and industry trends, staying at the forefront of IT support excellence.
- Supported end-users in embracing IT best practices, enhancing their digital literacy and fostering a proactive IT culture within the organization.

IT SUPPORT ENGINEER - CONSULTANT

First IT, DCI IT | 2016 – 2020

- Delivering high-quality IT support services, ensuring swift and effective solutions for end-users.
- Proficiently troubleshooting and resolving hardware and software issues, minimizing disruptions.
- Operating within ITIL-based (Information Technology Infrastructure Library) environments, following best practices in IT service management for optimized system performance.
- Offering valuable coaching and mentorship to colleagues, fostering skill development and knowledge sharing.
- Facilitating seamless communication and support across diverse language preferences and regions by leveraging trilingual proficiency in Dutch, English, and French.

WORK EXPERIENCE

IT SUPPORT ENGINEER - CONSULTANT

Axa bank, Net IT, Tobius | 2014 – 2016

- Delivered comprehensive IT support to factory users, ensuring uninterrupted operations and optimal productivity.
- Expertly troubleshooted various issues, including email problems, both remotely and on-site, to minimize disruptions.
- Proficiently handled password resets to facilitate secure access for users.
- Operated within an ITIL-based environment, adhering to best practices in IT service management for streamlined processes.
- Successfully installed and staged PCs, configuring both software and hardware, to meet specific operational requirements.
- Utilized the Windows deployment console within an ITIL-based framework to standardize system deployments and resolve issues efficiently.
- Leveraged trilingual proficiency in Dutch, English, and French to provide effective support to a diverse user base, fostering a collaborative and inclusive environment.

IT MIGRATION PROJECT, MIGRATION OF WINDOWS XP TO WINDOWS 7

HPCDS, @tx Dentadmin, Jan De Nul | 2013 – 2014

- Led successful migration initiatives, upgrading Windows XP computers to Windows 7, ensuring users were well-informed about the new operating system.
- Managed the deployment of both new and existing computers, optimizing system efficiency and user experience.
- Conducted engaging training sessions to educate users on Windows 7, empowering them with the knowledge and skills needed for seamless operations.
- Leveraged trilingual proficiency in Dutch, English, and French to facilitate effective communication and support, contributing to a collaborative and inclusive work environment.

IT SUPPORT ENGINEER

Oosterzele | 2013 – 2013

- Executed a successful migration project, upgrading Windows XP systems to Windows 7, ensuring minimal disruption to daily operations and maximizing user satisfaction.
- Played a pivotal role in deploying both new and existing computer systems, meticulously configuring hardware and software for optimal performance.
- Conducted user-centric training sessions, equipping employees with the knowledge and skills necessary to navigate and utilize Windows 7 effectively.

IT SUPPORT ENGINEER (IT-CONSULTANT)

HP CDS | 2012 – 2013

- Delivered high-quality IT support to end-users, resolving issues swiftly.
- Proficiently troubleshooted hardware and software problems.
- Managed password resets and access control.
- Operated in an ITIL-based environment, optimizing processes.
- Installed and staged PCs, standardized system deployments.

COMMUNICATION SKILLS

- Can speak professional to clients, customers and users
- Can listen to others opinion
- Able to send professional texts and e-mails
- Speaking effectively to strangers

COACHING SKILLS

- Able to motivate people
- Able to encourage people
- People management
- Able to assist people

SALES SKILLS

- Leadership
- Skilled negotiation
- Value-based selling
- CRM

TECHNOLOGY SKILLS

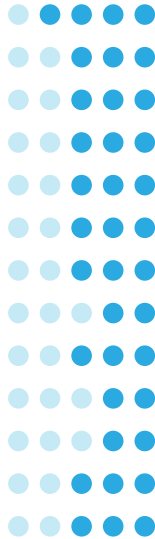
Knowledge	Experience	IT SUPPORT ENGINEER
●●●●●	●●●●●	Desktops (troubleshooting)
●●●●●	●●●●●	Laptops (troubleshooting)
●●●●●	●●●●●	Tablets (troubleshooting)
●●●●●	●●●●●	Smartphones (troubleshooting), OS: ...
●●●●●	●●●●●	Peripheral equipment (troubleshooting)
●●●●●	●●●●●	Servers
●●●●●	●●●●●	Routers (configuration & troubleshooting)
●●●●●	●●●●●	Switches

Knowledge	Experience	OPERATING SYSTEMS
●●●●●	●●●●●	Microsoft Windows XP
●●●●●	●●●●●	Microsoft Windows Vista
●●●●●	●●●●●	Microsoft Windows 7
●●●●●	●●●●●	Microsoft Windows 8(.1)
●●●●●	●●●●●	Microsoft Windows 10
●●●●●	●●●●●	Microsoft Windows 11
●●●●●	●●●●●	Mac OSX
●●●●●	●●●●●	Linux
●●●●●	●●●●●	Linux Ubuntu

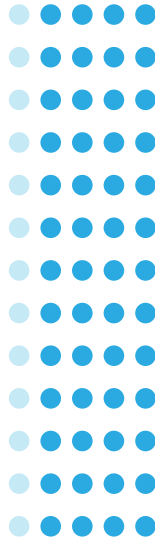
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SKILLS AND EXPERTISE

Knowledge



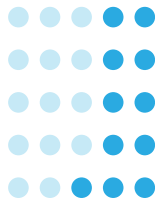
Experience



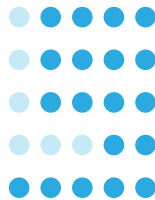
MICROSOFT M365 SERVICES

Microsoft Office Outlook 365
Microsoft Office Exchange Online
Microsoft Office Teams
Microsoft Office 365 Teams Admin Center
Microsoft Office 365 Sharepoint
M. Office 365 Sharepoint Admin Center
Microsoft Office 365 Onedrive For Business
Microsoft Office 365 Powerautomate
Microsoft Office 365 Intune Admin Center
Microsoft Office 365 Azure Admin Center
Microsoft Office 365 Defender Admin Center
Knowledge Of Powershell Scripting
Knowledge Of Security Settings

Knowledge



Experience



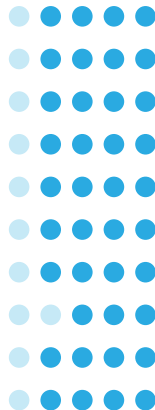
SERVER OPERATING SYSTEMS

Microsoft Windows Server 2003
Microsoft Windows Server 2008
Microsoft Windows Server 2008 R2
Microsoft Windows Server 2012
Microsoft Windows Server 2016

Knowledge



Experience



SERVERS

Fileserver
Webserver
Mailserver
Databaseserver
Printserver
FTP-server
Microsoft Exchange Server
Microsoft SQL Server
Active Directory
Server & User Management

Knowledge



Experience



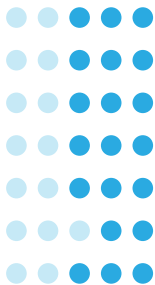
DATABASE MANAGEMENT SYSTEMS

Microsoft SQL server
Microsoft Access

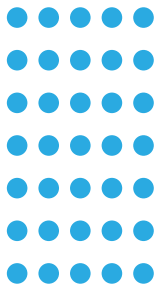
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SKILLS AND EXPERTISE

Knowledge



Experience



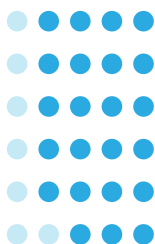
NETWORKING

TCP/IP
DNS
DHCP
LAN/WAN
VPN
VOIP
Avaya

Knowledge



Experience



REMOTE CONTROL

Remote Desktop
Teamviewer
VNC
LogMeIn
Microsoft SCCM
LanSweeper

Knowledge



Experience



VIRTUALIZATION

VM-Ware
Hyper-V
Citrix
Windows Virtual PC

Knowledge



Experience



DEVELOPMENT

Javascript
VBScript
HTML-HTMLS-XML/XSLT-DHTML

Knowledge



Experience



BASIC SECURITY

Firewall (...)
Antivirus (...)