# RK SCHRAEPEN



## **Certifications**

## 2022-2025 | Organon

OGN Next Generation Security Framework: Zero Trust GMP Systems, Documentation and Management Privacy by design Computer System Validation Information Security Fundamentals Hazard Communication SOP Management BA4 Light

## 2021 | Peoplecert

ITIL V4 Foundation Level

## 2012-2014 | Azertie

PC Technician Reporting and helpdesk Virtualisation Basics

## 2010 | E-Lab

IT and Multimedia

#### 2010 | VDAB

Cisco IT-Essentials

## 2002-2009 | Regina Mundi

Company Management Datamanagement Office Administration

# Summary

Your sociable and friendly Senior Support-Engineer with a passion for helping people and a proven track record of providing excellent support to clients and their users for over 10 years.

# Languages

Dutch Native **English** Fluently German Good

## Skills

Ticketing

Telephony

Conferencing

Documentation

Methodologies Troubleshooting, Analytical

thinking, organizing, prioritizing,

Support 1st to 3rd line Remote and

on-site user support

Hardware Support, repair and maintenance Windows, Microsoft Office 365, Software

SharePoint, M-soft, Bartender

**Deployment:** Software: SCCM, intune

Hardware: IMAC/R/D, Servers,

switches, ups, etc Using ITSM Tools

Service Now, Servicedesk Plus

Radio Carmen server

Backup Performing, Managing, Testing

and restoring backups using VEEAM and Hyperbackup

**▶** Virtualisation ESXI, VirtualBox, VMware Work-

station

**▶** SME Networking Wireless security, portforwarding, MAC filtering, DNS,

DHCP, VLAN, ...

**>** Labelprinters Configuration, troubleshooting, repair, maintenance, & deploy-

ment of Honeywell, Intermec, Datamax 'O Neill & Zebra printers ASCOM VoIP & DECT telephony

Setting up conferencing equipment: Neat, Aten, Barco, ...

Writing and Maintaining HWI's

and SOP's

#### **Experience**

#### 2025-Current | Benelux-IT | SISL | HCL

#### **IT-Consultant**

▶ Placed as a Consultant within Organon

## 2021-2025 | First-IT - Bravehub Group

#### **IT-Consultant**

- ▶ Placed as a Consultant within multiple companies
- assisting FMS
- User Device Management (intune)
- > staging & deploying WAAS equipment

## 2022-2024, 2025-Current | Organon

## **BT DSS Mfg Site Support Lead**

- Working in specialized environments (labs, production, technical areas, offices)
- Supporting on-site migration projects (Athen, Brizo,...)
- Writing and Maintaining HWI's, SOP's & Validation Documents
- ▶ Managing Tickets using ITSM Tools (Service Now)
- ➤ Server Room & Datarack Maintenance (Racking servers & switches, Patching VLAN's, etc)
- Assisting, Monitoring & logging of interventions

by external parties

- ➤ Configuring, installing, maintaining & repairing labelprinters (Intermec, Datamax 'O Neill, Zebra)
- ➤ Configuring & installing Lab Equipment (including Mettler Toledo Scales)
- ▶ Managing & Configuring of DECT telephony (ASCOM)
- ➤ VIP Support & Setting up Conference rooms (Neat, Barco, Aten)
- ▶ Setting up & Monitoring townhall meetings
- ▶ IMAC/R/D

# 2021-2022 | Tabaknatie

#### **SPOC**

- > Staging & Deploying of WAAS equipment
- ▶ First- & Second-line support
- ▶ Managing Tickets using ITSM Tools (Servicedesk Plus)
- ▶ User Account Management & Applying Group Policies
- ▶ Managing, Testing & Restoring of backups (VEEAM)
- ▶ Management & deployment or RSA/2FA keys
- ▶ Managing & maintaining Documentation (Sharepoint)
- ▶ IMAC/R/D

## 2021-2021 | Aten Infotech

#### **RMA Assistant**

- **>** communication with our distributors
- ▶ Creating, Processing of RMA & Sample Requests
- ▶ Hardware Testing
- > Firmware Upgrades
- ▶ LCD Console KB rebuilds

#### 2016-2021 | Entiris

## **ICT Officer, Administration**

- ▶ Managing & maintaining IT infrastructure
- > supporting users across multiple sites
- ▶ Installing & Calibrating machines within Specialised environments (Clean Rooms)
- ▶ Automating & increase efficiency of internal processings
- ➤ Configuring of Synology Nas devices
- ➤ Creating & processing receipts, delivery notes, production orders, warehouse sheets, etc
- ▶ Designing, Creating & printing labels using Bartender
- ▶ Using, maintaining & repairing Zebra, Intermec, Honeywell Label Printers
- ▶ IMAC/R/D
- ➤ Creating Documentation

## 2014-2015 | IT-S and Deckx Data

#### **PC-Technician**

- Assembling and repairing computers.
- ▶ Troubleshooting and installing hardware & software.
- ▶ Preparing computers and laptops for sale
- > Virus & malware removal
- ▶ Data recovery, Backups & System Migration

#### 2012-2013 | PC Warehouse

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- ▶ Assembling and repairing computers.
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- Preparing computers and laptops for sale
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- ▶ Data recovery, Backups & System Migration

## 2009 - 2010 | LB Computersystems

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