

DIRK | 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 15 years.

► Languages

- **Dutch** Native
- **English** Fluently
- **German** Good

► Skills

- **Methodologies** Troubleshooting, Analytical thinking, organizing, prioritizing, ITIL
- **Support** 1st to 3rd line Remote and on-site user support
- **Hardware** Support, repair and maintenance
- **Software** Unraid, Windows, Microsoft Office 365, SharePoint, M-soft, Bartender
- **Deployment:** Software: SCCM, intune
Hardware: IMAC/R/D, Servers, switches, ups, etc
- **Ticketing** Using ITSM Tools
Service Now, Servicedesk Plus
Carmen server
- **Radio**
- **Backup** Performing, Managing, Testing and restoring backups using VEEAM and Hyperbackup
- **Virtualisation** ESXI, VirtualBox, VMware Workstation
- **SME Networking** Wireless security, port-forwarding, MAC filtering, DNS, DHCP, VLAN, ...
- **Labelprinters** Configuration, troubleshooting, repair, maintenance, & deployment of Honeywell, Intermec, Datamax 'O Neill & Zebra printers
- **Telephony** ASCOM VoIP & DECT telephony
- **Conferencing** Setting up conferencing equipment: Neat, Aten, Barco, ...
- **Documentation** 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-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 of 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

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

2009 - 2010 | LB Computersystems

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