

## Contact

bjorn.mijs@hotmail.com

www.linkedin.com/in/bjorn-mijs-5463a996 (LinkedIn)

## Top Skills

Telecommunications

Programmer

Networking VoIP

## Languages

English (Professional Working)

Dutch (Native or Bilingual)

German (Limited Working)

French (Elementary)

French (Limited Working)

## Honors-Awards

Customer Experience  
& Simplification

## Bjorn Mijs

Technical Expert & Trainer


Maaseik, Flemish Region, Belgium



## Summary

Mijn ideale baan is om technologie te creëren zodat het naadloos gemakkelijker wordt voor het algemene publiek en collega's om in hun leven mee om te gaan. Technologie zou niet moeilijker voor de gebruiker moeten zijn. Ik werk momenteel in de netwerkomgevingen en technische afdelingen. Het overbrengen en presenteren van informatie en producten aan medewerkers en het algemene publiek zou voor mij van groot belang zijn. Ik weet dat twee dingen in mijn toekomst liggen: IT en mensen.

## Experience

Proximus 

15 years 1 month

### Technical Expert & Trainer

February 2018 – Jun 2024 (6 years 5 months)

Hasselt, Flemish Region, Belgium

- Managing customer networks
- Resolve complex ICT-issues (LAN, WAN, SD-WAN & VoIP)
- Manage, develop and present training guides (Webinars & workshops)
- Deliver technical expertise. (Solutions, design & system optimization)
- Supporting field & remote technicians with complicated issues (>300 users)
- Configuring CPE: Cisco, Huawei, OneAccess, PBX (F5000, Mitel, Alcatel), Cloud
- Maintaining Windows Server. DHCP, RDP (Gateway, IP-Virtualization), AD,...
- VMware, Hypervisor, vSphere & KVM
- Making scripts in Visual Basic, VBScript, Bash & Python
- Create interactive E-learning, Flowsparks & Adobe Photoshop

### Team Coach - PRF Market

September 2017 - February 2018 (6 months)

Hasselt, Flemish Region, Belgium

- Teaching relevant skills, tactics and techniques.
- Monitoring, enhancing performance.
- Identifying strengths and weaknesses.
- Advising about IT/VoIP issues.
- Developing training applications
- Undertaking administrative tasks.
- Assisting with promotion/development.

### Network Engineer

*June 2011 - September 2017 (6 years 4 months)*

Hasselt, Flemish Region, Belgium

- Installation of Explore, Fast Internet & VoIP products. (Cisco & OneAccess)
- Excellent knowledge about ADSL, SDSL, VDSL2, EFM and fiber technology.
- Adding mobile access or backup solutions for our customers.
- Installation of hotspots and access points. (Cisco)
- Managing/installation at big events. (ranging from 10 - 100 subscriber lines)
- Installing PABX (Forum 300/500/700), IPBX, PBX Cloud (Call Connect)
- Development of guidelines to install new products.

### Field Technician

*June 2009 - June 2011 (2 years 1 month)*

- Installation of analog/digital telephone lines (PSTN/ISDN), Internet & IPTV.
- Installing ADSL & VDSL lines for residential customers.
- Basic configuration of Wi-Fi, WAN, LAN on various routers. (Cisco, 3Com, Belkin-

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## Education

Thomas More-hogeschool

Bachelor ICT, ICT and Telecommunicatie · (2006 - 2008)

Provil

Middelbaar onderwijs, Electrician · (1999 - 2006)

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## Soft skills

- Inst Communication: Ability to clearly explain complex technical concepts to both technical and non-technical teams
- Collaboration: Strong collaboration skills to effectively work with cross-functional teams.
- Problem-Solving: Creative and analytical thinking to develop innovative network solutions.
- Leadership: Ability to lead project teams and implement network strategies.
- Adaptability: Flexible and able to quickly respond to changes and new technologies.
- Innovation-Driven: Continuously striving for improvements and embracing new technologies.

## Hard skills

- Network Management: Expertise in managing networks, including LAN, WAN, SD-WAN, and VoIP.
- Server Management: Proficient in maintaining Windows Server environments (DHCP, RDP, IP-Virtualization, AD).
- Cloud Networking (GCP, AWS, etc.): Experience with cloud network infrastructures.
- Training Development: Experience in developing and presenting training programs, webinars, and workshops.
- E-learning Creation: Expertise in creating interactive e-learning using tools (Flowsparks, Adobe Photoshop...)
- Troubleshooting and Problem Solving: Ability to resolve complex ICT issues, including system optimization and debugging for both field and remote technicians.
- CPE Configuration: Experience in configuring and troubleshooting CPE devices (Cisco, Huawei, OneAccess, Technicolor, PBX systems).
- Virtualization: Experience with VMware, Hypervisor, vSphere, and KVM for creating and managing virtual environments.
- Scripting & Automation: Knowledge of writing scripts in Visual Basic, VBScript, Bash, and Python for system automation and problem-solving.

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## Courses & certifications

### Cisco ICND1 & ICND2



*Associated with Proximus*

### ECMS1 (Engineering Cisco Meraki Solutions 1)



*Associated with Proximus*

### Web Fundamentals



*Associated with TryHackMe*

### Introduction to Cyber Security



*Associated with TryHackMe*

### Pre Security



*Associated with TryHackMe*

### Complete Beginner



*Associated with TryHackMe*