

# JAMES HUISMAN

## CONTACT

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## PROFILE

As a qualified IT professional in CompTIA A+/N+/S+, I am proficient with installing hardware, software packages, networking, and systems. I can effectively troubleshoot issues and perform routine maintenance required. I'm skilled in Windows networking, firewalls, and security controls. With a proven track record in Customer Services, I will be able to support internal colleagues and provide robust desktop support for hardware, software, network, and system problems.

## SKILLS

- CUSTOMER SERVICE
- INNOVATIVE
- PROBLEM SOLVER
- RESILIENT
- COMMUNICATION
- ANALYTICAL

## EDUCATION

### High School Diploma

2011-2015

Haarlem College, Haarlem, Netherlands

## EXPERIENCE

### IT Support CompTIA A+/N+/S+ – Netcom Training

2024

- Knowledgeable about BIOS/UEFI, RAM, and CPUs.
- Adept at installing hardware, peripheral components, and software.
- Capable of setting up and troubleshooting hardware and maintaining daily performance of computer systems and networks.
- Proficient in installing and configuring Windows networking on a client.
- Skilled in configuring security controls for account management.
- Can install/configure a firewall and apply network hardening techniques.
- Able to compare and contrast computer connector types (expansion cards, storage devices, power supplies, PC components).
- Can identify wired and wireless peripherals (SOHO, video, projector, troubleshoot, motherboard, harddrive, malfunction device maintenance).
- Familiar with networking (OSI model, TCP/IP model, routing, switching, Wi-Fi, ports, encryption, Cloud Technologies).
- Can configure network protocols, Windows updates, carry out maintenance procedures, and use Windows command line tools.
- Knowledgeable about risk and Mitre frameworks, phishing, Social Engineering, attack vectors, OWASP top 10, and authentication services.

### Customer Service Advisor - Atechy

2018-2021

- First point of contact for customers regarding mortgage compensation.
- Responded to customers via live chat, emails, letters, and telephone.
- Delivered excellent customer service through positivity and enthusiasm.
- Effectively resolved complaints and resilient in challenging situations.
- Simplified complex information whilst adapting communication approach.
- Provided help, support and empathy to achieve the best outcome.
- Made decisions and connected with people from all walks of life.
- Updated customer records on the CRM system Pipedrive.
- Compliant with confidentiality of electronically stored material.