

Jarome Eyken

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Summary

Highly motivated and versatile IT professional with experience in web development, Linux administration, and technical support. Proficient in multiple programming languages, libraries, and frameworks, including JavaScript, MySQL, Node JS, React, Svelte, Java, PHP, and more. Skilled in team management, customer service, and problem-solving.

Work Experience

Intermediate Technical Support Representative SMART SECURE SOLUTIONS N.V. (Oct 2018 – Present)

- Provide technical support to employees and clients, resolving hardware and software issues on-premises and remotely.
- Develop and maintain software, websites, and applications using JavaScript, MEHN stack, React, Svelte, Dart, Java, PHP, WordPress, and other technologies.
- Administer Linux operating systems, networks, and infrastructure, including PfSense router and firewall configuration.
- Configure and manage Proxmox Virtual Environment, hypervisor technologies, and POS payment terminal devices.
- Offer technical assistance with Windows OS, Android devices, and general hardware/software troubleshooting.

Freelance Software Developer (2024 – Present)

- Contribute to open-source projects and develop custom software and websites for clients to improve their business operations.
- Collaborate with clients to understand their needs and deliver tailored solutions.

Retail Sales Manager SANDY'S WAVE SHOP (Oct 2016 – Oct 2017)

- Managed floor workers, tracked employee work hours, and distributed monthly salaries.
- Provided customer service, operated Point-of-Sale software, and maintained store inventory.
- Assisted with general store maintenance and replenished stock.

Part-time Social Media Manager LIFESTYLE INTERNATIONAL N.V. (Feb 2016 – Jun 2016)

- Created engaging content, managed social media uploads, and interacted with customers online.
- Edited product photos using Adobe Photoshop and responded to customer inquiries.

Part-time Retail Sales Worker LIFESTYLE INTERNATIONAL N.V. (Jul 2013 – Sep 2013)

- Provided customer service, maintained store appearance, and managed storeroom inventory.

Education

- **High School Diploma**, Christian Liberty Academy (May 2015)

- **Beijing World Youth Academy** (completed second semester of Grade 10 and first semester of Grade 11)

Additional Skill & Abilities

- Dutch language speaking, reading, and comprehension
- Eager and quick learner
- Competent in team working or solo work environments
- Commercial Awareness, logical thinking, and problem-solving
- Proficient in Git and Github, CRON jobs, and Bash scripting
- Some experience with Adobe Photoshop, Blender video editing, Godot game engine, and Unity game engine

Additional Training and Certifications

- **A+ PC Repair Certificate:** Computer Hardware and Operating Systems
- **Networking N+ Certificate:** Windows Server 2008 R2 - Windows Server 2012 R2 - WDS (Windows Deployment Services) - GPOs (Group Policy Management) - Backup and Recovery - Microsoft Exchange Server 2010 - Microsoft Outlook 2010 - Remote App Manager and Remote Desktop Services - Server Migration

Activities and Interests

Gyming, reading, culinary arts, gaming, and video game development.