

# Louis Eiden.

Junior Web Developer

## SUMMARY

As an aspiring and proactive Junior Web Developer, I am passionate about creating innovative and engaging web experiences. With a strong foundation in front-end and back-end development. My dedication to continuous learning drives me to stay abreast of the latest industry trends and technologies. I am adept at building responsive user interfaces and reliable server-side applications while ensuring seamless database management. A collaborative team player with a strong work ethic. Let's work together to create outstanding web solutions.



## EXPERIENCE

07/2020 – 11/2021

### Senior IT-Specialist | HCL-Technologies

- Analyzed Hardware and Software issues to identify troubleshooting methods needed for quick remediation.
- Documented all transactions and support interactions in Ticketing system for future reference and addition to knowledge base.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Assembly and commissioning of end user Workstation and setup of laboratory workstations and small servers
- Update Management via Windows Server Update Services WSUS

09/2019 – 07/2020

### IT-Administrator | Quinn Emanuel Urquhart & Sullivan

- Authorization via Exchange Online and Active Directory.
- Maintaining server hardware and software components.
- Implementing new hardware and software solutions on both server and client sides.
- Creating step-by-step guides and documentation.
- Organizing training sessions for new employees.
- Defined and documented technical support best practices.
- Deploying updates and patches for Windows workstations.
- Configuring SCCP and SIP Cisco phones using Cisco Unified Communications Manager (CUCM).

## Info

Born on 08.09.1993  
In Neuss, DE  
nationality: German

## Contact

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67813 Ruppertsecken  
+49 (0) 162 5998541  
[louiseiden.le@gmail.com](mailto:louiseiden.le@gmail.com) ↗

## Online

[louiseiden.com](https://louiseiden.com) ↗  
[figma.com/louiseiden](https://figma.com/louiseiden) ↗  
[linkedin.com/louiseiden](https://linkedin.com/louiseiden) ↗

## Languages

German C2  
English B1

## Softskills

- Communication Skills
- Teamwork
- Willingness to learn
- Problem-solving
- Independent
- Adaptability
- Growth mindset

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## EXPERIENCE

08/2018 – 03/2019

**IT-Support-Technician | Bechtle AG contractor at SAP Deutschland SE & Co.KG**

- Troubleshooted and resolved issues with laptops and mobile devices. Created help desk tickets.
- Trained and supported end-users with software, hardware and network standards and use processes.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Installed and configured software and hardware for optimal performance.

## EDUCATION

09/2005 – 07/2011

**High School Diploma | Realschule Eisenberg**

08/2011 – 02/2015

**Professional Training as information electronics technician ↗ | Informationstechnik-Lutz**

08/2015 – 07/2017

**Work and Travel | Southeast Asia and New Zealand**

08/2017 – 07/2018

**Technical Diploma | BOS1 Ludwigshafen**

11/2021 – 12/2022

**Building a Tinyhouse**

01/2023 – Now

**Web Developer Certificat ↗ and Project Realization | Harvard's CS50 Course**