

Muhammed Ozasik



ICT – System Management

Contact

Address:
Antwerpen/Hoboken
Phone:
+32 486 70 66 40
Email:
muhammedozasik@gmail.com

Languages

DUTCH – B2
ENGLISH – B2
TURKISH – Native

Skills

- Can work independently
- User/Techincal support
- Teamwork/Collaboration
- Troubleshooting skills
- STRONG Mental
- Time Management
- Task prioritization
- Effective Communication
- Reliability
- Techincal Documentation

Certifications

Microsoft 365 Fundamentals –
(2023-11)

About me

I am a diligent and motivated ICT professional with a solid foundation of knowledge acquired through education and **4 years** of work experience. I am actively seeking opportunities for personal and professional growth. Being young, I bring a vibrant energy and a strong eagerness to acquire new skills. Known for my honesty and trustworthiness, I am confident that my collaborative nature will make me a valuable team player over time. I always strive to do my job in the best possible way. My current focus is on enhancing my expertise in **Networking** and **Cloud technologies**.

Experience

After completing my education at the training institution, I immediately started working in schools. I became one of the 3 IT professionals responsible for approximately 9 schools (VZW Lucerna). I have been working here for about 4 years now.

- Working with **Ticketing system**. Responded to incidents quickly, troubleshoot problems and correct faults. When necessary, we would personally go to the location where the problem occurred.
- Last 2 years, we moved to **Microsoft AZURE**. This way, I was able to gain experience on Endpoint Manager, Intune for Education, managing users, groups, devices etc.
- Taking the responsibility of 1000+ laptops/Computers.
- Configuration of cisco/Unifi Switches.
- Provided technical support and guidance to users via Voip, Mail, Ticket, face-to-face, remote access.
- Kept computer systems, acces points, smartboards, laptopcars, printers, operating at optimal performance levels. Repaired hardware problems when needed.
- General experience with windows server. (Active Directory, Hyper-V, DHCP, Print Server etc)
- Documented everything I needed and kept it tidy in our documentation.

Education

Intec Brussel : I finished my education ‘ICT Systeembeheer’ at ‘Intec Brussel’. Intec Brussel is an educational institution for IT sector. This education was practice-oriented. Currently I’m studying systeem/netwerk beheer at AP Hogeschool. 2024-2027

- | | |
|------------------|------------------------------|
| • Networking | • Azure Cloud |
| • Troubleshoot | • Ticketing systems |
| • Windows Server | • Platforms like Smartschool |
| • Windows Client | • Virtualization |