

CV BART ROELS

Personal data

Bart Roels
Place: Zemst
Date of birth: 16/12/1983 at Vilvoorde
Cell: 0477/24.42.73
E-mail: roelsbart@gmail.com
My website: <https://zentooproductions.studio/>

Languages:

- Dutch: mother tongue
- English: very good
- French: basic
- German: very basic

Education

2021 – ∞ : Studio music producer	self-taught
2007 – 2008: Network admin	VDAB / Cevora Vilvoorde
2005 – 2006: Interactive multimedia	Katholieke Hogeschool Mechelen
2003 – 2005: Jazz & light music	Hogeschool Gent
2000 – 2003: Music	Kunsthumaniora Brussel

Experience

Webshop / ICT specialist - Mapeco Vilvoorde 09/2016 – 01/2022

Mapeco is a retail store for construction related items and tools aimed at professionals.

At first I started with continual maintenance of the webshop mailbox for double checking all orders and answering clients. Besides this I was also tasked with gathering article data and uploading that to a database. I have grown in this position to optimize the SEO of the website through content and technical improvements.

Later I also started helping people suffering computer related problems. Through this I eventually started to provide all the support for 80+ employees. This included being responsible for the LED panel, contact with the hosting solutions, workflow improvements and much more like security camera system and improved wifi. I also helped preparing and rolling out their expansion into a new building.

Quality controller - Sunoptic Kontich 07/2016 - 08/2016
Quality assurance for sunglasses

Fleet performance controller - DHL Bornem 05/2015 - 10/2015
Administrative function for registering the reports of drivers to calculate their pay.

Montage cabling – Technetix Diegem**09/2014 - 05/2015**

Montage of patching panels and production of coax cables. Migrated to a project for repairing rugged laptops.

Call agent - Snow Leuven**05/2013 - 06/2013**

Helpdesk technical and administrative questions for Snow (provider) clients.

Shoemaker and keymaker – Mr. Minit Antwerpen**02/2013 - 03/2013**

Making copies of keys and repairing shoes

Mailman - Bpost Mechelen**11/2012 - 12/2012**

Distribution of letters and pamphlets

Project coördinator - Scarlet Zaventem**01/2011 - 12/2011**

Tasked with mapping the structural workings of the customer care department through flowchart software Visio. After mapping, recommendations and workflow improvements were suggested.

Call Care Agent - Scarlet Zaventem**10/2009 - 12/2010**

First line support for ISP Scarlet. Regarding all questions about television, internet and mobile phone.

User support specialist - Kofax Mechelen**03/2008 - 09/2008**

Support for all IT-related questions for end users in Belgium, Holland, France, Spain, Italy and Portugal with 8 other support specialists. My main clients were located in Belgium and Holland where I visited the Holland site once every month. This included tasks such as migrations, installation, backups, solving problems, installing network equipment and supporting blackberry phones.

Outbound agent - Seltec Mechelen**05/2007 – 07/2007**

Prospecting IT opportunities in companies.

Helpdesk - IP Globalnet Sint-Stevens-Woluwe**11/2006 – 02/2007**

First line support for ISP problems with television and internet.

Expertise

Besturingssystemen <ul style="list-style-type: none"> - MS-DOS t.e.m. Windows 10 - Windows server 2003 - 2016 - Small Business Server (SBS) - Linux (ubuntu/gentoo/suse/redhat) - Synology DSM (NAS) Software <ul style="list-style-type: none"> - Office 365 - Remote desktop software - Webserver stack XAMP / LAMP - Back-end's van verschillende systemen - Cubase PRO 11 	Protocollen en aanverwanten <ul style="list-style-type: none"> - Active Directory - Open LDAP - Basis scripting - Basis programming C# / Java - Printerbeheer - Terminal services - Basis SQL - Netwerk : TCP/IP, DNS (netcert++) - PowerShell (beperkt) - Bash (beperkt)
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My intrests

Making acoustic and electronic music:

Gaming: LOL, Black Ops 4, Empire Earth III, Skyrim, Red Alert, Total Annihilation, MMORPG's...

Collector of stones and minerals.

Reading: Aldous Huxley, Roald Dahl, Paulo Coelho.

Past intrests: fitness, biking, archery, art gallery's.

Volunteer work: I was a conversation leader in a café for HSP persons (high sensitivity persons) to guide the conversations at the table so all had a fair amount of sharing, effectively facilitating the sharing of stories, tips and general information.