‍‍Radjin Sardjoe Missier

Strijplaan 66, 2285 HV Rijswijk, The Netherlands | +31 6 4631 6639 | rmissier@gmail.com

Objective

* I want to build innovative solutions in a stimulating and challenging environment, adding to the success for the company whilst enjoying myself and learning new skills and abilities. I prefer to work as a contractor.

Skills & Abilities

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Level** | **Years** |  | **Level** | **Years** |
| **Windows** |  |  | **Services** |  |  |
| 2012 |  | 1 | Active Directory |  | 14 |
| 2008 |  | 4 | Anti-virus |  | 10 |
| 2003 |  | 10 | Citrix |  | 4 |
| 8 |  | 4 | Installing computers |  | 20 |
| 7 |  | 4 | Migrations |  | 10 |
| XP |  | 10 | Printers |  | 20 |
| **Databases** |  |  | RDP |  | 3 |
| ADO, ADO.NET |  | 2 | Security |  | 10 |
| MS Access |  | 2 | Storage |  | 5 |
| MySQL |  | 1 | User provisioning |  | 10 |
| SQL |  | 2 | Virtualization |  | 5 |
| SQL Server |  | 2 | Windows clusters |  | 10 |
| SQLITE3 |  | 1 | Windows networks |  | 18 |
| **Messaging** |  |  | **Development** |  |  |
| Exchange 5.5 |  | 3 | ADSI |  | 10 |
| Exchange 2007 |  | 1 | Batch |  | 20 |
| **Methods** |  |  | C / C++ |  | 2 |
| Agile |  | 5 | C# / .NET |  | 5 |
| ITIL |  | 5 | HTML |  | 2 |
| **Protocols** |  |  | Javascript / Jscript |  | 14 |
| TCP/IP |  | 15 | JSON |  | 1 |
| **Software** |  |  | Python |  | 3 |
| Altiris |  | 3 | Ruby |  | 2 |
| ADMT |  | 2 | VBscript |  | 14 |
| ADSI Edit |  | 5 | PowerShell |  | 7 |
| ASP, ASP.NET, IIS |  | 5 | XML / XSL / XPath |  | 2 |
| Backup Exec |  | 3 | **Technologies** |  |  |
| Chrome / IE |  | 5 | Certificates / PKI |  | 3 |
| Microsoft Office |  | 20 | DFS |  | 5 |
| Notepad++ |  | 5 | DHCP |  | 10 |
| Sublime Text |  | 2 | GPO |  | 12 |
| SysInternals |  | 10 | LDAP |  | 5 |
| Visual Studio |  | 5 | WINS |  | 10 |
| Wireshark |  | 3 | WMI |  | 10 |
|  |  |  | **Languages** |  |  |
|  |  |  | Dutch |  | native |
|  |  |  | English |  |  |

Experience

Analyst programmer | Deonet Services BV | 2015 - …

* Make software for automating specific prepress tasks, resulting in smaller and distributed prepress departments.
* Make software to add sales volume prices to the accounting system (AccountView).
* Make software to move data and proofs to and from a reseller and client website.

technical application support specialist | HP ENTerprise services | 2007 - 2014

* 3rd line Windows and technical application support for approx. 3000 workstations and 600 servers (all versions).
* Make software/tools to automate and simplify labor intensive and difficult tasks, resulting in at least 5 FTE saved.   
  Examples are: user management, server and application monitoring and management, SAN reporting, DFS, etc.
* Working in projects, e.g. Microsoft Exchange, physical to virtual (VMWare), backup, security, user management.
* Migrations (e.g. SAN, Windows Active Directory domains, Windows Server, Microsoft clusters).
* Troubleshooting all kinds of issues (e.g. Riverbed, security, performance, Windows, SQL Server and other applications).
* Working with 3rd party suppliers and outsource partners.
* Application upgrades (e.g. Citrix and Tivoli Identity Management).
* Technical evaluation of projects.
* Writing documentation and instructions (e.g. for support purposes and changes)..

windows support specialist | staatslotery | 2004 - 2007

* 3rd line Windows and technical application support for approx. 400 workstations and 50 servers (all versions).
* Migrations (Microsoft Exchange, Microsoft clusters, SAN, Windows desktop).
* Make software and tools to automate labor intensive and difficult tasks (user, workstation and server management).
* Implementing and testing disaster recovery using multiple data centers.
* Troubleshooting issues (e.g. performance, Windows, Altiris, GPO, DC failure, HBA, SAN).
* Working with 3rd party suppliers.
* Writing documentation and instructions.
* Substitute team lead and coordinator.

windows support specialist | abn amro bank | 2000 - 2003

* 3rd line Windows and application support for approx. 20,000 workstations and 2000 servers (WFW, NT and 2000).
* Make software and tools to automate and simplify labor intensive and difficult tasks (software distribution, reporting, monitoring, automated repairs from GPO and logon script, Windows domain migrations).
* Technical application support for bank specific applications (in house development).
* Migrations (NT to Active Directory, WFW and NT4 to W2000),
* Substitute team lead and planner and coordinator.
* Problem manager, participated in finding solutions.
* Troubleshooting Active Directory issues with Microsoft (e.g. SYSVOL replication failure).
* Acceptance tests and quality control for projects.
* Implementation of PKI infrastructure and smartcard logon for Windows desktops.
* Writing documentation and instructions.

windows support specialist | mn services | 1997 - 2000

* 3rd line Windows and application support for approx. 700 workstations and 50 servers (WFW, W95/98 and NT).
* 3rd line network support (including all network components).
* 2nd line support for Reuters, Citibank and Bloomberg financial systems.
* Implementing software distribution using WinINSTALL, including modeling and packaging.
* Migrations: (WFW to W95/98, WNT3.x to WNT4, Novell GroupWise to clustered Exchange).
* Troubleshooting (e.g. Exchange user database corruption, Veritas Backup Exec, Windows, data access, performance).
* Redesign user permissions on live Windows servers.
* Writing documentation and instructions.

consultant | microdesk detachering | 1995 - 1996

* Migrations (Novell Netware 3.x to 4.1 including NDS and Windows NT, DOS and WFW workstations to W95),
* Working on support and projects for multiple companies (e.g. PharmaChemie, EuroLog, AUDAX and MN).
* Macro development for Word and WordPerfect.
* Application development for the City of The Hague.
* Writing documentation and instructions

Windows support specialist | europol | 1995 - 1995

* 1st and 2nd line support for the ANTI-DRUGS unit Windows systems.
* Writing documentations and instructions.
* Creating user accounts and managing printers.
* Troubleshooting user and printer issues.

various roles | multiple | 1982 - 1994

* Analyst programmer and technical lead for a multi-platform image processing application.
* Working on cable newspaper software.
* Writing documentation and instructions.
* Installing computers and printers, software installation and supporting users.

Education

* Training for products and programming languages listed in skills and abilities (2000 – 2014)
* MCSE (1995 – 1996)
* Software engineering at EXIN (1995)
* Novell Netware (1995)
* Electrical engineering at the Eindhoven University of Technology (1988 – 1993)
* Secondary education (technical) (1975 – 1981)

Personal characteristics

* I am an analytical thinker and enjoy working on complex challenges.
* I think out of the box and often see possibilities others do not.
* I like to take initiative and get things done.
* I like to finish what I start, I do NOT give up and I do NOT fail.
* I can both work in teams and independently, I prefer progressive teams with a nice atmosphere.
* I am always aware of my role and responsibilities.
* I am flexible in working hours and what I work on, however, I prefer challenging work.
* I have good communicative skills.
* I am customer oriented.