

## Jens Du Four

System Engineer

📍 Gent, Belgium

📅 05/07/1997

- A passion for traveling
- Scouting runs through my veins
- Good communication skills
- Musician

## Skills

Windows 10



Windows Server



Linux



Microsoft 365



Microsoft Azure



## Certificates

### Microsoft Azure: Fundamentals

Microsoft

<https://docs.microsoft.com/en-us/learn/certifications/exams/az-900>

Azure Fundamentals certification is an opportunity to prove knowledge of cloud concepts, Azure services, Azure workloads, security and privacy in Azure, as well as Azure pricing and support. Candidates should be familiar with the general technology concepts, including concepts of networking, storage, compute, application support, and application development.



### ITIL® Foundation Certificate in IT Service Management

Axelos

<https://www.axelos.com/certifications/itil-certifications/itil-foundation>

The ITIL 4 Foundation certification is designed as an introduction to ITIL 4 and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

### Microsoft 365: Modern Desktop Administrator Associate

Microsoft

<https://docs.microsoft.com/en-us/learn/certifications/m365-modern-desktop>

Modern Desktop Administrators deploy, configure, secure, manage, and monitor devices and client applications in an enterprise environment.



## **Vervolg cursus eerste hulp (Helper)**

Rode Kruis-Vlaanderen

<https://www.rodekruis.be/wat-kan-jij-doen/volg-een-opleiding/onze-opleidingen/ik-wil-een-opleiding-volgen/vervolgcursus-eerste-hulp-helper/>

Learned to take care of various conditions and injuries.

## **Microsoft 365: Fundamentals**

Microsoft

<https://docs.microsoft.com/en-us/learn/certifications/microsoft-365-fundamentals>

Prove of understanding the options available in Microsoft 365 and the benefits of adopting cloud services, the Software as a Service (SaaS) cloud model, and implementing Microsoft 365 cloud service.

## **Microsoft Certified Trainer**

Microsoft

<https://docs.microsoft.com/en-us/learn/certifications/mct-certification>

Microsoft Certified Trainers are the premier technical and instructional experts in Microsoft technologies.



## **Basis cursus eerste hulp**

Rode Kruis-Vlaanderen

<https://www.rodekruis.be/wat-kan-jij-doen/volg-een-opleiding/onze-opleidingen/ik-wil-een-opleiding-volgen/basis cursus eerste hulp/>

Learned how to respond in an emergency situation and provide appropriate first aid.

## **Microsoft 365: Enterprise Administrator Expert**

Microsoft

<https://docs.microsoft.com/en-us/learn/certifications/m365-enterprise-administrator/>

Microsoft 365 Enterprise Administrators evaluate, plan, migrate, deploy, and manage Microsoft 365 services.

## **Education**



### **HoGent - Applied Computer Science**

Bachelor

09/2016 - 09/2019

As a system or network administrator, I learned to ensure that the network continues to operate smoothly. I learned to deal with user rights, network security, optimisation of the computer infrastructure, operational availability and performance.



### **Leonardo College - Science and Mathematics**

High School

09/2008 - 06/2015

I have achieved good results and I like to be involved in mathematics. I like to solve problems with logical reasoning and I am not afraid to dedicate myself to mathematics every day.

## Projects



### Danone

On-Site Support Analyst

06/2020 - Present

### Description

As a Support Engineer, I provided internal customers with operational and technical support. This was done through a pro-active approach provide to enable Danone employees to operate more effectively and efficiently. I analyzed Customer problems and advised them on appropriate actions. I combined these day-to-day operations with project work. I redesigned the entire shared PC concept for the organization in BENL. I guided the migration from Symantec Altiris towards Microsoft Endpoint Manager. Migrating the remaining devices in the Danone part of the organization, this was in tandem with the migration I performed at Alpro. To conclude, I am also part of the "Ways of Working"-team which aims to modernize how the organization works, in terms of digital meetings and online presence, in these trying times.

### Tasks

- Provide technical support to internal customers.
- Ensure positive relationships are built and maintained with all involved parties (business, team, suppliers).
- Ensure that knowledge and experience are well documented and shared with colleagues.
- Always maintain asset inventory up to date.
- Roles and responsibilities as described by ITIL processes and the Roles & Responsibilities Matrix (i.e. RACI matrix).
- Constantly educate Business in the value & constraints of IT.

### Skills

4ME Help Center   Symantec Altiris   Powershell   Batch   Active Directory   Bomgar Remote Support Tool  
SharePoint Migration Tool   Microsoft Endpoint Manager   ServiceNow   ITIL



**Alpro**

W10 Migration Engineer

09/2019 - 06/2020

## Description

I worked in the internal IT team on the Windows 10 migration project. I was responsible for upgrading +/- 1000 devices, as part of a two men team. These devices were both situated in offices as well as production environments all over Western Europe (UK, GE, NL, BE and FR). Near the end of the project I also designed and implemented a solution regarding OneDrive and HomeDrive on shared devices. I also provided on-site and remote support concerning this project.

## Tasks

- Install and configure new devices using Symantec Altiris
- Upgrade and configure old devices using Symantec Altiris
- Troubleshooting of hardware/software issues
- Automating RecOps using PowerShell and Batch
- Developing user-friendly interfaces using PowerShell and Electron
- Windows Server management
- Active Directory management
- Designing long-term solutions through the process of a change request

## Skills

4ME Help Center

Symantec Altiris

Powershell

Batch

Active Directory

Bomgar Remote Support Tool

SharePoint Migration Tool

## Axxes

Infrastructure Kickstart

Program

08/2019 - 09/2019

### Description

During the first weeks, I get 10 full days of training by senior Axxes consultants. During these training days, I got an intensive introduction to different levels of IT infrastructure.

### Tasks

- Windows Server 2019
- Scripting (PowerShell)
- ITIL-principles (v4)
- Linux
- Virtualization: VMWare
- VEEAM
- Office 365 & Azure
- Networking & Security
- SCCM
- Apple Device Management
- Communication/Soft skills

### Skills

Windows Server

Powershell

ITIL

VMware

Veeam

Microsoft 365

SCCM

Apple Device Management

Linux



**delaware China (In-ternship)**

Trainee

02/2019 - 05/2019

## Description

I worked in the internal IT team under the system administrator, providing remote support to their offices in Harbin, Suzhou & Shanghai. After a while I provided similar services to their clients.

## Tasks

- Install and configure Delaware Software Center for end user
- Install and configure SAP GUI for end user
- Trouble shooting of office network issue
- Install and configure LAN Driver for end user
- Install and configure Delaware VPN for end user
- Assist to adapt & configure Zoom meeting room
- Assist to maintain office Virtual Machines
- Windows server management (internal/customer)
- Install Virtual Machine on request

## Skills

OmniTracker

Microsoft Azure

Microsoft 365

ServiceTrace

Workflow Studio

SAP on Azure

## Description

In this assignment, the intention was to set up two complete network domains, Windows Server and RHEL Linux, in one team, interconnected, including all typical services: DNS, web, e-mail, etc. I was one of the team leads and it was up to me to manage and decide who took on which tasks to develop, test and deliver. Most assignments depended on each other which made teamwork a key part of the project. This was achieved through technical documentation of the project.

## Tasks

- Install and configure a Domain Controller with DNS
- Install and configure an Exchange Server
- Install and configure a webserver
- Install and configure a DHCP-server
- Install and configure a fileserver
- Install and configure a SharePoint-server with dependencies (SQL)

## Skills

Ansible

Vagrant

Oracle Virtualbox

VMWare Workstation

VMWare ESXi

Dell PowerEdge

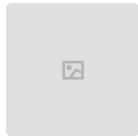
Powershell

Puppet

Cisco IOS

Git

## Trainings



### Fundamentals of a Windows Server® Infrastructure

Global Knowledge Center

14/09/2020 - 16/09/2020

This five day course provides the networking, security, and system administration information that you need to implement a Windows Server infrastructure. It covers the basics of installation and configuration, storage, network infrastructure, network components, network protocols, server roles, Active Directory Domain Services (AD DS), Group Policy, IT security, server security, network security, security software, monitoring server performance, and maintaining a Windows Server.

## Languages

	Understanding	Speaking	Writing
Dutch	Native	Native	Native
English	Fluent	Fluent	Fluent
French	Intermediate	Intermediate	Intermediate

## Weblinks



Portfolio  
jensdufour.be