

# Jens Du Four – System Engineer

## Personal Information



05/07/1997

Ghent

Belgian

Rijbewijs B

Bachelor Applied Computer Sciences

jens.dufour@outlook.com

0477 26 51 18

JensDuFour



## Profile

**Microsoft 365**

Expert

Enterprise Administrator Expert

**Microsoft Azure**

Medior

**Windows Server**

Medior

**Windows 10**

Medior

**Docker**

Medior

40k+ Container Pulls

**Enterprise Linux**

Junior

## Languages

Dutch

**Speaking**

Mother tongue

English

Fluent

French

Intermediate

**Understanding**

Mother tongue

Fluent

Intermediate

**Writing**

Mother tongue

Fluent

Intermediate

## References

Yuri Karamian

+32 493 34 18 68



## Career History

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### Axxes

08/2019 – Present

<b>Client</b>	Danone
<b>Period</b>	06/2020 –
<b>Location</b>	Brussel, Belgium
<b>Description</b>	On-Site Support Analyst

#### **Environment:**

As a Support Engineer, I provide internal customers with operational and technical support. This is done through a pro-active approach, provide to enable Danone employees to operate more effectively and efficiently. I analyze Customer problems and give advice on appropriate actions. I combine 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 that are build 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.

#### **Tools:**

4ME Help Center (Ticketing system), Symantec Altiris, PowerShell, Batch, Active Directory, Bomgar Remote Support Tool, SharePoint Migration Tool, Cisco WebEx, Microsoft Endpoint Manager, ITIL

**Client** Alpro  
**Period** 09/2019 – ...  
**Location** Wevelgem, Belgium  
**Description** W10 Migration Engineer

**Environment:**

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 Home Drive 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

**Tools:**

4ME Help Center (Ticketing system), Symantec Altiris, PowerShell, Batch, Active Directory, Bomgar Remote Support Tool, SharePoint Migration Tool

**Client** Axxes  
**Period** 08/2019 – 09/2019  
**Location** Antwerp  
**Description** Internal Training – Infrastructure Kickstart Program

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

The following topics were covered during this training:

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

I acquired the ITIL Foundation V4 certificate during these 5 weeks.

## **Delaware China (Internship)**

02/2019 – 04/2019

**Location** Harbin, China

**Description** Trainee

### **Environment:**

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.

- 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
- Install Virtual Machine on request
- Windows server management (internal/customer)

### **Tools:**

Omni tracker (Ticketing system), Microsoft Azure, Microsoft SCOM, Service Trace; Workflow Studio (RPA Solution), SAP on Azure

## **Projects/Workshops System Administrator**

10/2018 – 01/2019

**Location** Ghent, Belgium

**Description** Student @ University College Ghent

### **Environment:**

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.

- 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)

### **Tools:**

Ansible, Vagrant, Oracle VirtualBox, VMWare Workstation, VMware ESXi, Dell PowerEdge, PowerShell, Cisco IOS, Git

## Education and Extra Curricular

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2019	Bachelor's in applied computer sciences – University College Ghent
2015	Science and Mathematics – IKSO Denderleeuw
2021	Microsoft 365: Enterprise Administrator Expert
2020	Microsoft Certified Trainer
2020	Microsoft 365: Modern Desktop Administrator Associate
2020	Microsoft 365 Certified: Fundamentals
2020	Microsoft Certified: Azure Fundamentals
2019	ITIL® Foundation Certificate in IT Service Management
2018	Follow-up course first aid (Helper)
2018	Basic course first aid
2015	Group leader @ Scouts Ninove

## Knowledge and Experience Summary

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<b>Client</b>	Linux (Ubuntu/Arch), Microsoft 365, Microsoft Intune, Microsoft Autopilot, Symantec Altiris, Windows 7, Windows 10
<b>Server</b>	Active Directory Domain Services, DNS, Windows Server 2016, Windows Server 2019, Linux (RHEL/Ubuntu)
<b>Network</b>	CCNA Routing & Switching
<b>Database</b>	Oracle Database, MongoDB, MySQL
<b>Virtualization</b>	Hyper-V, Microsoft Azure, Oracle VirtualBox, VMWare ESXi
<b>Application</b>	Ansible, Bash, Docker, Git, Visual Studio Code
<b>Hardware</b>	Aruba Networks, Dell PowerEdge, HP Enterprise, Ubiquiti Unifi
<b>Security</b>	Symantec Endpoint Protection, Certified Network Security Specialist, Hacker101
<b>Mobile</b>	AirWatch MDM, Microsoft Intune (MDM)
<b>Other</b>	WordPress, Search Engine Optimization (SEO), Agile Methodologies, Cryptocurrencies