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## PROFESSIONAL EXPERIENCE

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- Since 04/2008      *Bureau Veritas: Benelux Region IT Support Coordinator*  
My main task is installing and maintaining the ICT assets of two offices with around 100 users each. Aside from this primary focus I also develop and produce weekly and monthly KPI reports and interface with the Benelux Chief Executive to report on ongoing IT KPIs, IT budget and ongoing issues.
- 04/2005 – 03/2008      *Bureau Veritas: IT Helpdesk Technician*  
At the Datacentre in Nantes (FR) I did IT Helpdesk Support in French, English, German and Dutch for all Bureau Veritas employees in Europe and Africa (20.000 users). As Technical Account Manager for the UK I also interfaced with UK Management to continuously improve IT Support. I also developed and produced daily and monthly KPI statistics.
- 05/2002 – 04/2005      *Bull S.A.: IT Helpdesk Technician*  
At the Bull Solution Centre in Nantes (FR) I did IT Helpdesk Support in French, English, German and Dutch for their top clients: Total Petrochemicals, Arkéma and other affiliate companies. I was also involved in the HR process by assessing applicants' level of English, German and Dutch skills.
- 04/2002      *Sodifrance S.A.: Helpdesk Technician*  
Level 1 technical support for electronic payment consoles.
- 03/2002      *Direction des Impôts: Helpdesk Technician*  
Level 1 technical support for the online tax declaration system.
- 06/1999 – 12/2001      *Xtrasource Inc.: Aftersales and Presales Helpdesk Agent*  
Technical support by phone and email in Dutch, English, French and German for a wide range of electronic equipment of various brands: Philips PC Peripherals, Philips CDS, Memorex/Dysan, S3/Diamond Multimedia, Gravis/Kensington, Logitech, Packard Bell, Fujitsu/Siemens, etc. For several of these accounts I was solely responsible for all support by email in French.

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## LANGUAGE SKILLS

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Dutch - - - - - Native.  
French - - - - - Fluent and virtually accentless (lived in France for 6½ years).  
English - - - - - Fluent UK and US.  
German - - - - - Fluent comprehension, good expression.  
Esperanto - - - - - Good comprehension, average expression.

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## EDUCATION

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- 1996 – 2000      *University of Twente: Computer Science*  
Not terminated.
- 1989 – 1996      *Stedelijk Gymnasium Apeldoorn*  
Graduated in 1996 with good results.  
Subjects: Dutch, English, Latin, Biology, Physics,  
Chemistry, Mathematics A, Mathematics B.

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## STRONG POINTS

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Fluent in 4 languages; wide experience of working in international environments;  
Perfectionist; Eye for detail; Good expression; Customer oriented; Possess vehicle.