

Mike Guilmot

Freelance IT System Engineer

Email: mike@kilobit.be | Phone: [+32484752766](tel:+32484752766) | [LinkedIn profile](#) | Location: [Ekeren \(Antwerp\)](#)

Summary

Versatile IT Systems Engineer with 20+ Years of Industry Experience.

A seasoned freelance IT professional with extensive expertise in end-user support, team coordination, and systems engineering. Proven ability to stay abreast of the latest industry trends and best practices through continuous learning and professional development, including the completion of various team coordination, leadership, and MOOC courses. Committed to delivering high-quality solutions and driving operational efficiency through effective implementation of cutting-edge technologies.

Key Strengths:

- Systems Administration & Maintenance
- End-User Support & Troubleshooting
- Team Leadership & Coordination
- Training & Knowledge Transfer
- Process Optimization & Automation

Technical Skills

- Server Operating Systems: Windows server 2003, 2008, 2012, 2016, 2019
- Cloud: Entra ID, M365, Azure basics
- Mobile device management: Intune
- OnPrem: Active Directory, GPO, PRTG monitoring
- Scripting: Powershell
- Virtualization: Proxmox basics
- Client Operating Systems: XP, 7, 10, 11
- Networking: patching, general understanding
- Linux: Ubuntu server basics

Professional Experience

IT System Engineer

Fedrus International (as consultant via First IT) | 06/2022 - Present

- General administration of Windows (2012, 2016, 2019) and Print servers
- Create/maintain accounts/groups on AD, AzureAD, M365, ExchangeOnline
- Create/deploy software via MECM (SCCM)
- Create/maintain GPOs on 2 different AD domains
- Create/maintain Intune policies
- Create/maintain Powershell scripts for AAD/ExchangeOnline maintenance
- Lead in PC renewal projects
- Lead in Printer renewal and migration projects
- Helping hands in Defender project
- Helping hands in AD Hardening Projects

Small project (move UI controller to Azure) | 02/2023

- Install and configure new Ubiquity cloudcontroller
- Move access points to new controller
- Move existing on prem webserver to Azure

IT Support Coordinator

Bayer & Covestro (as consultant via Next-ICT) | 10/2013 - 07/2018

- Guidance/coordination of 3 onsite support engineers
- Incident management for onsite support teams in Belgium
- Major incident escalation to global teams
- Project management for local projects (PC replacements)
- Knowledge management for first line helpdesk team

Senior IT Support Engineer

Touchpoint Medical (as consultant via Amandis) | 09/2021 - 05/2022

- Supporting hospitals (Pharmacy & Nurses) in the use of Pharmacy software
- Investigate technical issues, relay with software development in case of bugs
- Manual testing of new software versions
- Plan and discuss new version acceptance, and upgrade new versions

Cheops Technology | 02/2021 - 06/2021

- Support for Windows environment and applications
- Support for MS 365 licenses
- Support for Exchange mailboxes and resources
- Support for RDS

Acco Brands (Esselte) | 07/2018 - 02/2021

- Support for Windows environment and applications
- Maintaining Active Directory: user and group management
- Troubleshooting local server issues

First and second line IT Support

- Xylos - IT Consultant | 06/2013 - 08/2013
- Bayer - Helpdesk agent (as consultant via Splendit) | 05/2010 - 05/2013
- Agfa Healthcare - PACS application support | 01/2010 - 05/2010
- Quintiles - Second line IT support | 03/2008 - 12/2009
- Cargill - Servicedesk agent | 07/2006 - 03/2008
- MSD - Helpdesk agent + Trainer | 11/2005 - 07/2006
- ING - Migration support | 09/2004 - 09/2005
- DLI - PC Technician | 09/2003 - 09/2004

Languages

- Dutch: native
- French: proficient
- English: proficient

Certifications

- MCSA: Windows Server 2008, Microsoft, 2013
- MCSA: Windows 7, Microsoft, 2012
- ITIL v3 Foundation, Exin, 2008

Side projects

- ClusterNUC.com - Proxmox VE homelab : Cluster with Ceph
 - Proxmox VE (v8) basics
 - Proxmox Cluster basics
 - Windows 10 + 11 Virtual machines
 - Windows Server 2022 for AD, SSCM, backup server, PRTG monitoring server
 - SoftEther VPN server basics on Ubuntu
 - Intune management of Windows 10 + 11
 - Autopilot Windows management
 - Domain controller in Azure with Softether VPN to cluster
 - Ubuntu Linux server in Azure with Softether VPN to cluster

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