

## Curriculum Vitae

# *Gideon Ursem*

### **PERSONAL INFORMATION**

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Name : Gideon Ursem  
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Date of Birth : 2 February 1979  
Place of Birth : Hoorn  
Nationality : Dutch

### **EDUCATION**

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*1991 - 1996* H.A.V.O.  
*1996 - 1997* MBO, financial administration  
*1997 - 1998* S.K.I.P. Education, network administrator

MCSE Windows NT4 (MCSA)  
MCSE Windows 2000 (MCSA)  
MCSE Windows 2003 (MCP)  
Citrix (CCA)  
ITIL (Foundation)  
Installing and configuring a Hyperion System 9 environment

### **LANGUAGES**

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- Dutch: Fluent (Spoken and written)
- English: Fluent (Spoken and written)
- German: Reasonable (Spoken)

## **WORK**

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Maart 2012 – December 2012, **Bull / Paperlinx**

*Functie: Technical Migration Specialist – Germany / Senior Project Engineer*

The migration involves the centralization of the IT infrastructure of some 15 companies across England, the Netherlands, Belgium, Germany, Spain, Italy, Hungary, Poland, Austria and Denmark to a central ICT infrastructure which is built in a data center in England with a fallback to a data center in the Netherlands.

The project to improve and / or implement the central services offered as workspace management, printing and monitoring of the IT infrastructure for the entire PaperlinX organization.

*Work:*

The role of migration specialist in this project involves identifying, preparing, coordinating and implementing the migration of some of the above bodies. These include creating intakes of the applications, performing data migrations, perform email migration, an inventory of the existing ICT infrastructure, guiding users, monitor the quality of the various migrations, documenting and reviewing exception situations within migration and guiding colleagues.

Improving the central print services offered for the entire PaperlinX organization and implementation of SolarWinds monitoring to replace Nagios.

*Achievements:*

- Responsible for the migrations of the participating companies in the following countries: Germany (15 sites)
- Organising and stabilize the entire print environment (all branch sites and the central area)

Mei 2011 – December 2011, **Thyssen Krupp Elevators**

*Functie: Technical Migration Specialist – Germany, Austria, Swiss & UK.*

Thyssen Krupp was in the middle of centralizing and updating their infrastructure. My role within the project was to migrate users, computers and servers using the Quest tools for migrations. I also provided onsite support during the migrations and supported the first Citrix Streamed application they started using (Handyman) in the UK.

*Work:*

- Participate in projects (Quest migration, Exchange migration, DataCenter Centralisation)
- Support and maintenance of a streamed Citrix XenApp 5 Application (Handyman):
- Creation of procedures and installation documentation
- Onsite support – main locations, Stuttgart, Essen en Schiphol Rijk
- Creation of process and workinstructions for the helpdesk in Stuttgart, Duitsland

November 2009 – Januari 2011, **EDS/HP – ABN AMRO / RBS**

*Functie: Technical Application engineer*

ABN AMRO and RBS (Royal Bank of Scotland) were preparing to sepperate their technical infrastructure. For the application knowledge and support needed to be present for both clients extra personel was needed for a successful transition. After the split, the training of Malasian personel was done to 'bestshore' our activities.

*Work:*

- Participate in projects (for instance implementation of Elektra Mobius with Polarch and Cyber-arks PIM Suite)
- Administration of:
  - Windows servers: NT/2000/2003/2008
  - IIS and Apache web servers
  - Applicatie servers (Hyperion, Finacle E-Channels, Multicash, Siebel 8)

- Technische Applicatie Support
- Creation of procedures and installation documentation
- Resolve incidents regarding servers en server based applications

November 2005 – Juli 2009, **EDS/HP - AHOLD / Albert Heijn, Zaandam**

*Function: Network Administrator*

The ICT organization of AHOLD / Albert Heijn is outsourced to EDS whom have taken over the ICT responsibilities from CSC in July 2006. EDS uses a leveraged way of working and tried to structure the CSC ICT departments in their own leveraged departments where possible.

*Work:*

- Participate in projects (for instance Datacenter migrations en server based application implementation like Hyperion, Dynasite, Blueprint One World, phase out NT4)
- Supporting the server park
- Implement and manage:
  - Windows servers: NT/2000/2003
  - IIS web servers
  - login scripts / policies / profiles
  - Citrix Servers
  - Application servers (Hyperion, Filenet)
- Technical Application Support
- Documentation for easy management
- Resolve server and server based application incidents

June. 2003 – November. 2005, **QMagic B.V., Naarden**

*Function: Network Administrator*

QMagic came forth out of the wish from mother company Magic Ventures to deliver first and second line support for businesses. In 2003 they implemented a new department which would administer the QMagic network and would do remote and onsite administration of their customers.

*Work:*

- Implementation and administration of internal and client systems from customers:
  - Windows servers: NT/2000
  - Novell 3.12c and Novell 5
  - Exchange 5.5 server, Lotus Notes 5.X / 6.X
- Documentation and creation of procedures and installation documentation.
- Hardware and software inventory.
- Creation of installation images. (Ghost, Wise Solutions)
- End user support
- Build and support Information stand network.
- Diverse administration and project assignments for the external customers.

*Clients:*

July 2005 – July 2005	Wildher ICT Solutions	Consult
July 2005 – July 2005	Traject IT	Consult
May 2005 - June 2005	Coty Benelux B.V.	Administration and support
March 2004 – Nov. 2005	Alex Beleggings Bank	Build stand network and support
June 2003 – March 2005	BK Bouw	Administration and support
June 2003 – Nov. 2005	Alpha Flight Systems	Administration and support
June 2003 – Oct. 2005	CPS Powder	Administration and support

September 1998 – May 2003, **Yacht ICT, Amstelveen**

*Function: Network Specialist*

Yacht ICT emerged from Randstad Automatiserings Diensten and is a secondment company with an extensive customer file, which delivers ICT personnel in all branches of ICT.

*Work:*

- Implementation and administration of:
  - Windows servers: NT/2000
  - Exchange 5.5 server
  - IIS web servers.
- Documentation and creation of procedures and installation documentation.
- Hardware and software inventory.
- Creation of installation images. (Ghost, Wise Solutions)
- End user support

*Clients:*

April 2003 - May 2003	Gemeente Castricum / Limmen	Project : Upgrade to WinXP clients
Dec. 2002 - March 2003	I-Bridge	Project : test and implement remote workstations
Sept. 2002 - Nov. 2002	Teleac/NOT	2 <sup>nd</sup> line support
June 2002 – Sept 2002	The Boyds Collection	Project : setup of small network
Aug. 2001 – May 2002	ATOS Euronext	2 <sup>nd</sup> en 3 <sup>d</sup> line support
March 2001 – July 2001	Yacht ICT	Consult
April 2000 – Feb. 2001	ePearle	Administration and support
Oct 1999 - March 2000	Global One Communications	Administration and support
Sept. 1998 - Oct. 1999	Merck Sharp and Dohme	1 <sup>st</sup> and 2 <sup>nd</sup> line support

February 1998 – Augustus 1998, **S.K.I.P. Opleidingen, Heerhugowaard**

*Function: Trainee*

Stichting Kantoor en Informatie Praktijk Opleidingen (S.K.I.P) delivers courses to businesses and private citizens.

*Work:*

- Support on the internal business workspaces and on the course workspaces.
- Creation, documentation and implementation of course workspaces.
- Relocation of a course site.

## ***TECHNICAL EXPERIENCE***

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<i>Operating systems</i>	Windows 95/98SE, Me, NT4 Workstation, 2000 Pro, XP, Home/Pro, Windows 7, Windows NT4/2000/2003/2008 Server, Novell 3.11c, Novell 5, Novell 6.5
<i>Server system software</i>	4 Cast, Altiris, Apache TomCat, Aqua, Blueprint One World, Business Objects 5.1/6.5, Crystal Reports, Dynasight Breezer, Elecktra Mobius met POLARCH, EMC Autostart, Extendis, Filenet, Finacle E-Channels, Ghostcast Server, Groupwise, HRM Connect, Hyperion Systems 6.1/9, Idera, Intercept, Interflex, ISA Server 2004, Kodak Kosis, Kofax, Loanware, LCM, Map info, Mercury (Arvato) Global Footprint, MIFT (manually initiated financial transactions), MS Exchange server 5.5/2000, Multicash, Navision, Netreports, Oracle, Pallas, Platespin, Quest Migration Manager for Active Directory, Quest Recovery manager, Siebel 8, Small Business Server 2000/2003, SWIFT, Syloway – Sylogist, Teammate, TMS, Shortrec, TLN Planner, Topcall, Verify, Virtual Server 2005, Webfact, WinSSHD 4.12, Xtendis
<i>Virtualization software</i>	Virtual Server, VMWare ESX 3, VMWare vSphere 4, Virtual PC
<i>Server Based Computing software</i>	Windows Terminal Server 2000      Citrix Xenapp 5 Citrix Presentation Server 4.0/4.5      Citrix Metaframe XP
<i>Remote management software</i>	DameWare, Hyena, NetOp, PCAnywhere 10, Remote Admin, VNC, ZenWorks 3, Unicenter Remote Control
<i>Messaging software</i>	Outlook 97 t/m 2010, GroupWise 5, Lotus Notes
<i>Instant Messaging software</i>	Microsoft Office Communicator, Jabber, Netmeeting, Windows Messenger 5.1, MSN Messenger 7, ICQ, Yahoo Messenger
<i>Proxy server/Firewalls</i>	ISA 2000
<i>Software distribution</i>	Security Manager Plus, PatchQuest, SUS, SMS 5.5, Ghost 6, RIS, Wise PS
<i>Productivity software</i>	MS Office 95 t/m 2010
<i>Antivirus software</i>	Norton Antivirus, Sophos, McAfee VirusScan, Norman, F-prot
<i>Backup/Storage software</i>	Tivoli Storage Manager, Veritas Backup Exec, ArcServe, Tapeware, Partition Magic, Diskeeper.
<i>Hardware</i>	HP-Compaq, 3Com, Dell, Acer, Netscreen, IBM, Toshiba, Palm en HP IPAC
<i>Network protocols</i>	TCP/IP, Netbeui, IPX/SPX, Token Ring.