



Medior/Senior Workplace- & System engineer. On a neverending mission to find the proper balance between user convenience and IT security. Broad technical skillset when it comes to IT, proficient with the Microsoft Modern & Future Workplace (M365, Intune, Exchange, Teams, App deployment, Mobility & Security, etc). Also likes delving in to logs and fixing issues. Very service minded.

BASTIAAN GEIJTENBEEK

Phone:

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E-Mail:

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Residence:

Amersfoort, Netherlands

Drivers license:

Yes

Website:

<https://bgeijtenbeek.nl>

Linkedin:

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Credly (certificaten):

credly.com/users/bastiaangeijtenbeek

Spare time / Hobbies

- Domotics / Home Assistant
- Home improvement
- Family & friends
- Listen music / play guitar
- Games
- Microsoft Intune
- Tinkering

Experience (1/2)

06/2020 tot 09/2022

System engineer (Operations Center) - Cegeka, Zoetermeer

- System- en workplace engineer for 10+ customers.
- 3rd line customer support, incidentmanagement for both on-premise & cloud. Prepare, document and deploy a wide variety of technical and procedural changes.
- Close cooperation with various parties & stakeholders, both internal and external.
- Grew expertise of the rest of the team by sharing knowledge, making improvements to processes and giving general guidance.
- Maintained and grew the level of customer satisfaction by really taking the time to listen to their specific needs and making sure that the solution fitted their requirements as good as possible.

09/2020 tot 05/2021

Senior Technical Consultant - British School of Amsterdam

- Technical consultant for a big migration to the cloud, where I was responsible for the design of the new (M365) modern workplace.
- Close cooperation with various parties & stakeholders, both internal and external to make sure the migration and the user adoption went as smooth as possible.
- Delivered a scalable, secure and complete modern workplace for school staff and students.
- Organised workshops (and documentation) with regard to device enrollment & Teams to make sure the transition was smooth for endusers.
- Created design documentation so management of the tenant could be carried over to in-house IT.

Skill Highlights

- Tech - Microsoft 365
- Tech - Microsoft Intune
- Tech - Mobility & Security
- Tech - Exchange Online
- Tech - (Azure) AD
- Tech - IAM
- Tech - Teams
- Tech - App deployment
- Tech - Server 2012R2+
- Tech - Windows 10 & 11
- Tech - Powershell
- Tech - TOPdesk

- Soft - Decision maker
- Soft - Troubleshooter
- Soft - Communication skills
- Soft - Serviceminded
- Soft - Pro-active

Languages

Dutch – Native language
English – Very good

Experience (2/2)

10/2013 tot 10/2022

Call2 & Cegeka, Zoetermeer

- Started on the servicedesk (1st- & 2nd-line). Then moved on to 24x7 skilled servicedesk, to eventually become TeamLead of that team.
- Network engineer for 5+ customers. Installed and configured Cisco switches in both new and existing environments.
- On-Site Engineer on a big school. Global admin, gained a lot of experience basically doing everything that crossed my path.
- KPN VIP – 24x7 support for the Board of Directors from KPN.
- Gave workshop: MS-100 introduction for newcomers.

Detailed information available on LinkedIn or on demand.

Education

ICT-Beheer (HBO)

2011-2013

@ NCOI

Ondernemer/Manager Detailhandel (MBO 4)

2006-2009

@ ROC Midden Nederland

Certificates

Microsoft: MCSE - Server Infrastructure, MCSA - Windows 7, Azure Virtual Desktop Specialty (AZ-140), Teams Support Engineer Specialty (MS-740), MCT 2021-2022-2023

Cisco: CCNA

Other: ITIL Foundation v3

References

Mark Hardeveld - People Manager Cegeka
Fabio van der Burg - Teamlead Operations Center Cegeka
Robert Verschoor - System engineer Cegeka
Frank Klein - System engineer Cegeka

Contact details available on demand.