



## Tony De Baets

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Gent, België  
www.webbaets.be

**Driven by passion,  
bitten by IT  
Always ready to help  
and grow.**

### Computer skills

Windows & Office  
Linux (OpenSuse, Ubuntu, Fedora, ClearOS)  
Raspberry Pi  
Apache, IIS, MySQL, PHP  
Powershell, VB.Net  
TCP/IP, DHCP, DNS, AD, DC  
FTP, Backup, Terminal Services, Samba  
WordPress, Drupal  
Lansweeper, Jira  
Training & Coaching

### Qualities

Team player and knowledge sharing  
Customer-focused and service-oriented  
Flexible and stress-resistant  
Analytical problem solver  
Motivated and passionate  
Self-aware and reflective

### Languages

Dutch - Native  
English - Good

### EXTRA

Driver's License B  
Network Management Thesis (2012)  
First Aid & Advanced Helper Red Cross  
Hobby: DIY miniatuur kits

Bitten by the IT bug and fascinated by all things technology, I transitioned professionally to IT 12 years ago.

What began as 1st Line Support quickly evolved into a specialization in RFF.

For the past 8 years I was a 2nd Line IT service desk engineer.

I have team spirit and motivation, am passionate, stress-resistant, sociable, flexible, professional, have extensive experience, and a service-oriented attitude.

## Work Experience

### Second Line IT Service Desk Engineer - Fluvius

De Stroomlijn 01/02/2017 - 20/03/2026

- Technical support for first-line employees
- Second-line support with SLA and on-call service
- Escalation of P1 & P2 tickets to Incident Management
- Testing and implementation of RFF in Ivanti (Landesk)
- SPOC RFF Onboarding and RFF Approval/Execution Process
- Providing RFS training for first-line employees
- Analysis of satisfaction surveys for RFS tickets

### First Line IT Service Desk Engineer - Eandis

De Stroomlijn 31/03/2014 - 31/01/2017

- Phone and email support
- Registration in Ivanti ticketing system
- Problem analysis and resolution according to working documents

### First Assistant Manager & Technisch Verantwoordelijke

Quick Restaurant 16/10/1999 - 16/03/2014

- Daily management of the restaurant
- Management of 5-10 employees
- Technical follow-up of repairs

## Studies & Training

| Opleiding                                  | School            | Periode     |
|--|-------------------|-------------|
| Initiation of accounting                   | VDAB online       | Bezig       |
| Web design Wordpress                       | CVO Gent          | 2019 - 2020 |
| Repair and maintenance of your own bicycle | KISP Gent         | 2014        |
| Web design Drupal                          | CVO Gent          | 2014 - 2015 |
| Java & VB.Net (module 1)                   | CVO Gent          | 2013        |
| Programming (Basis)                        | CVO Gent          | 2012 - 2013 |
| Network Administrator                      | Syntra            | 2009 - 2012 |
| Basic Business Management                  | Syntra            | 2008        |
| Bread and Pastry Chef                      | St Anna - Lokeren | 1990 - 1996 |

## Extra income

### Koerier - Ikea

Joos Express (2018 - 2023)

Express Koerier Lenssens Thierry (2013 - 2018)

- Home delivery of goods
- Customer service and correct delivery