

Tony De Baets

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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 Managment 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

Tools and methodologies: Windows 10/11 · Active Directory · Microsoft Azure · Office 365 · Exchange · OneNote · OneDrive · SharePoint · Print Server · File Server · SolarWinds · SAP · Ivanti (Landesk) · Atlassian (JIRA / JSM / Confluence) · CmRcViewer · Software Center (SCCM) · MAM · LiveLink · Ricoh Streamline · XML Spy · Cisco AnyConnect · Global Protect · SAS Visual Analytics · Service Edge (CFSE) · Nemesis · Unify Softphone and Unify Openscape · Analytical Skills · ITIL · Operations Management · Analysis of network traffic · Cloud computing · IT Operations · IT Service Management · SLA · On-call service · P1 & P2 tickets · Incident Management · RFF Onboarding · RFF/RFS Approval / Implementation Process · Customer Service

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
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