

COMPUTER BEDRIJF SYLFER

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- Reparatie en onderhoud
- Vragen en advies
- Ondersteuning on-site
- Problemen oplossen on-site
- On-site trainingen
- NT netwerken
- Internet
- Levering computers en randapparatuur.

CURRICULUM VITAE - Ferry Hoogenboom

Personal

Name: Ferry Hoogenboom
Adres: Tros 20
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Phone number: 0348-563766
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Date of birth: 13 july 1966
Driving licence: A/B
E-mail adres work: fhooenb@csc.com
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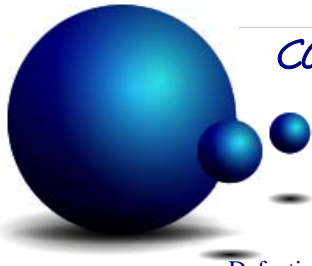
Education and training

- 2002: Windows 2000 professional (Graduated)
- 2002: ISO / ITIL
- 2001: MySQL + PHP
- 2000: Lotus Notes Administering 1 + 2
- 1999: MCSE Administering
- 1999: MCSE Server
- 1998: Exchange & Schedule & Outlook (Certificate)
- 1997: MCSE Workstation
- 1996: Logex (logistic training) (Certificate)
- 1994 – 1983: Training complaint handling & communicative skills (Certificate), EVO (lorrie- and hefrtruck driving) (Graduated), Cursus magazijnmedewerker (Gildevaart Nieuwegein) (Graduated), MTS Electronics, MAVO (Graduated), LTS Electronics (Graduated)

Work experience

May 2001 – Present (CSC, Dordrecht Department Support)

- Solution of hard/software problems:
 - By customers made mistakes / errors
 - Wrong installations



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- Defective PC components
- Network cabling
- Failure of HD, FDD, Cd-rom's, faxes and printers

- Supporting users:
 - Resetting passwords for several applications and connecting people to the network
 - Supporting software applications
 - Configuration and resetting of printers, and removal of queues
 - Configuration of mailboxes
 - Support by PcAnywhere net meeting and SMS

- Network:
 - Shiva, ISDN and VPN
 - Configuring dial back system
 - Network problem resolution Windows 95/98/NT4/W2000
 - Supporting Internet problems

- Installations of hardware:
 - Pc
 - Printers
 - Monitors
 - Jazz and zip drives
 - Notebooks
 - Network carts
 - Faxes and Modems
 - Installation of software
 - For more information: see below C.V.

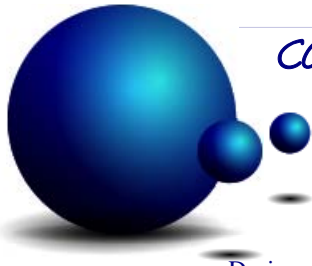
- Migrations of workstations
 - Windows 95 → Windows 98
 - Windows 98 → Windows NT 4.0 workstation
 - Windows NT 4.0 workstation → Windows 2000
 - Windows 98 → Windows 2000
 - Exchange → Outlook
 - Lotus Notes 4.5 → Lotus Notes 4.6 → Lotus Notes 5

December 2000 – May 2001 (Pon Holdings Nijkerk Department Web design)

- Designing an intranet for the complete company
- Graphics and animations design
- Support of first and second line helpdesk personal
- Writing manuals for first and second liners
- Designing the structure of the intranet site
- Personals database design and implementation
- Diverse modules implemented (HRM, CRM)

September 2000 – December 2000 (Rai Data Centre (RDC) Amsterdam Department Application Support)

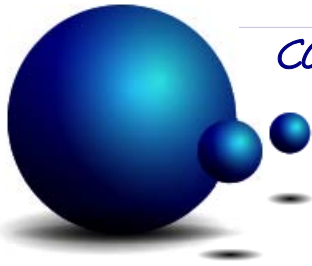
- Configuration of application-parameters, and administration properties
- Performance monitoring of applications
- Writing batch schedule for applicative system procedures made by the data centre



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- Design and testing of emergency and backup procedures
- Supporting users with problems
- Making management and accounting reports by calculating the use of the applications
- Collecting user problems and modifications and testing new versions for the database
- Participate in project groups to determine the application-software on the support level, and preparation of the test-phase and implementation-phase
- Testing (test plan, test set, applying tests and test reports) of new and system modifications
- Accepting of new and system modifications before going live
- Participating in implementation trajectory on production environment and performing the production acceptance test
- Document the application-environment and the support procedures (support script)
- Making of manuals for end-users, for the new developed systems
- Maintaining of common system documentation but not FS, FO, TO for external relations
- Keep helpdesk support up to date about upcoming and applied changes in the application-environment

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August 2000 – August 2000 (28-08-2000 tm 01-09.2000) *KpnQwest, Paris Department SNDI*

- Installing and connecting POP in Paris for VoIP rollout (4x 19" Racks).
- Installation of Cisco 7206 (2x), Cisco 2900 (5x), and Cisco 5300 (4x)
- Connect to Paris Euro ring
- Connecting of Cisco 7206 (2x), Cisco 2900 (5x), and Cisco 5300 (4x)
- Write down Serial numbers equipment
- Label equipment and patch cables

June 2000 – August 2000 KpnQwest, Den Haag Department SNDI

- Installation and testing of a Shasta 5000 (broadband service node) and setup of a test lab for DSL rollout.
- Testing of:
 - Access methods
 - Authentication
 - Accounting
 - High-Touch IP Services
 - Tunnelling
 - Routing functionality
 - Logging
 - VPN
 - Hardware redundancy tests (CMC, SFC, AFC, ELC)
- Installing and connecting of a Cisco 7206 Router and Cisco 2900 Switch
- Install and maintain test pc's:
 - Workstations (4x) with different modem configurations (PPPoA, PPPoE, Routed and Bridged)
 - Ftp and Http server
 - Pc to monitor the process 24/7 (Whatsup Gold)
- Performance test with smart bits
- Processing of test results in rapport

April 2000 – June 2000

Philps, Eindhoven Department system support Cian

November 1999 – April 2000

Siemens, Zoetermeer Project Center Parcs System Support Virtual Dome (Center Parcs.net)

Juni 1999 - November 1999

Rai Data Centrum (RDC) Amsterdam Department Application support

Dec 1997 - June 1999

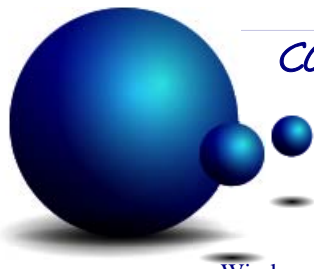
Siemens, Zoetermeer Department.OI Support / Helpdesk

Capabilities

- Language: Dutch, English and German

Information Technology:

- Operating systems:
 - MS-Dos
 - Windows 3.11
 - Windows 95



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- Windows 98 + SE
- Windows ME
- Windows NT 3.51 Server & Workstation
- Windows NT 4.0 Server & Workstation
- Windows NT 2000 Workstation & Server
- Windows XP

- Software, Desktop:
 - MS-Office V95/97/2000/XP
 - WP Office V6.1
 - Lotus 1-2-3-, V5
 - Lotus Notes
 - CC:mail, V2.2
 - Exchange \ Schedule \ Outlook
 - Dbase for Windows, V5
 - MS-internet Explorer, (all)
 - Netscape Navigator, (all)
 - Bs2000
 - Sinix
 - Arcis
 - Scope
 - SMS
 - FrontPage 98/2000
 - HTML
 - Whats up Gold (all)
 - Cisco Call manager

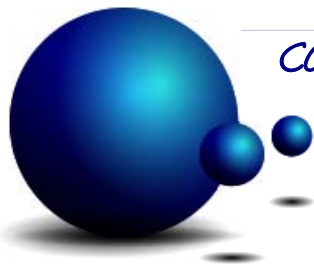
- Software, Web design:
 - Dreamweaver/Ultradev
 - Flash 4/5
 - Adobe Photoshop (all)

- Software, Mainframe:
 - S.A.P. R2 & R3
 - IBM Reflection

- Hardware:
 - Servers, Desktops, diverse
 - Laptops, diverse
 - HP DAT streamer
 - Jazz and Zip drive
 - Cd writers
 - SCSI
 - Faxes
 - Printers
 - Ip Telephony

- Cisco
 - 7206
 - 5300
 - 2900
 - Shasta 5000

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Personal

Short description:
Hobby's:

Social, quit, flexible and very precise

Computers, radio (Local radio station: System support, program maker "top 30", mentor for new colleagues, supervisor of the technicians) and fitness