Curriculum Vitae

Name	: B.J.C.J. Kielman (Berry)
Gender	: Male
Address	: Klaverbeemd 2
Postal code	: 4844 RJ
City	: Terheijden (NB)
Date of Birth	: May 15, 1957
Place of Birth	: Breda
Nationality	: Dutch
Drivers' license	: yes
Languages	: Dutch, English, German

Summary and descripción

Berry is a quiet personality that emits a natural seniority. He is able to coach, motivate and to energize team members. Berry is a down-to-earth personality with a hands-on mentality, who is able to earn results not only every for himself but to let the team share in it. Because of this attitude he is capable to coach, motivate and energize team members. Berry is an easy person to relate to and who seems a quiet and modest person, due to this appearance he is able to move people into action.
Berry has much experience as incident manager, team leader and coordinator and has coordinated various migration projects.

General Education

- High school (HAVO)
- Technical College in Electronics (not finished)
- Higher Vocational Education in Managerial information science (studying)

Technical Education

Install workstations Windows '95/'98	1996
Microsoft Administering NT 4.0	1997

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- ITIL Foundation & ITIL Problem Management   1998
- MCP NT-Workstation (Module MCSE)   2000
- MCP NT-Server4.0   (Module MCSE)   2000
- TSO-ISPF   2001
- Middle Management   2002
- Prince2 Foundations   2004

Operating systems and applications

- PC / MS-DOS / MS-WINDOWS 3.11
- MS-WINDOWS 95 / 98 / ME / XP/Vista/7/
- MS-WINDOWS NT 4.0 Server / Client
- MS-WINDOWS NT 2000 (Advanced)Server / Client
- MS- WINDOWS Server 2003
- MS-Office (including 2010)
- MS-FrontPage
- Netscape
- MS-Internet Explorer
- ANDiS Runtime (MFSC-program)
- Service Center (Peregrine)
- ITBis
- Asset Center (Peregrine)
- Citrix

Work experience

October 2011 - Albert Schweitzer Hospital Dordrecht
October 2012   Helpdesk employee
Responsibilities General Helpdesk activities
1st and 2nd line support
Front office installations, (Win XP - SCCM)
Maintenance hardware pc's, peripherals and network-infra
Network: Placing, configuring, light maintenance on MFP's,
Patching
Research / resolving problems concerning hard- en software
AD Windows 2008: User-, dir-, exchange-maintenance
Citrix: User-, dir-, exchange- maintenance
VMWare: Dameware, Remote Desktop
Apple/Mac: User-support, Email sync.
SAP: Creating accounts, user-support, printer-configurations

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July 2010 - Today	Several building renovation projects, partially IT-infra related, regarding office- and shops/apartment buildings

July 2009 – June 2010	Personal time-off, due to my wife's illness

Aug 2007 – May 2009	KPN, den Haag Functional application manager
Responsibilities	Implementing Changes and new releases in cooperation with suppliers and customers. Give improvement proposals for the processes Incident-, Change-, Problem, Config- en Availability management Report on incidents, problems en changes. Managing system- and user tables Checking, improving and execute changes on these tables. Creating, checking and executing of test scripts and stress tests Checking and reporting on security standards and security violations. Develop and deliver planning strategies, user manuals, release documents, service manuals, quick reference cards, application management documents Solve incidents, problems, if necessary in cooperation with various specialist groups, both national and global. Educate and assist super-users en application manager preliminary to outsourcing applications.

March 2007 – July 2007	DHL, Maasvlakte Incident Manager
Responsibilities	Monitoring incidents, and if necessary, coordinate with the responsible specialist group for a speedy resolution Write proposals for the improvement of the processes: Incident-, Change-, Configuration- and Problem management Create a Service Level Agreement needed to structure Helpdesk processes. Report weekly on handling of incidents, problems and changes Educate and guide helpdesk employees and application managers in creating proper documentation and service manuals in regard to processes and applications. Coordinate the move to a different location of the service desk and specialists group without a breach in service and availability

Aug.2006 – Apr 2007	Ministry of Defense, Military intelligence and security service Incident manager
Responsibilities	Management of the Service desk and 2nd line support group Process improvement of the Incident management process Plan and coordinate the migration to Windows XP Plan and coordinate seizure of 1st and 2nd line support groups Develop and implement reporting structure about performance within the Incident management process.

Oct. 2005 – July 2006	Defense Telematics Organization, Service Desk Defense Senior Incident coordinator
Responsibilities	Coordination of activities during migration project Windows XP Train and supervise new Service desk employees

Develop and implement new reports with excel

Develop registration database on behalf of several clients of the Service Desk in MS Access.

Create and maintain process-descriptions en work instruction for implementing application support.

2004 – 2005   Ministry of Defense, Royal Army Information department
Responsibilities Interim manager Service Desk

Optimize the Incident management process

Manage the employees of the Service desk

Create a standardized way of working en procedures to be able to centralize the activities of the applications support department to the Service Desk Defense.

Develop and deliver reports on performance.

2003 - 2004   Defense Telematics Organization, Service Desk Defense
Responsibilities Substitute Team lead /Senior Incident coordinator

Operational management within the Hardware Support clusters

Train and supervise helpdesk employees in learning and using new procedures

Develop and deliver management reports on the performance of the clusters

Process tuning with hardware suppliers

2002 - 2003   Defense Telematics Organization, Helpdesk Maasland
Responsibilities Team lead Clusters Royal Navy and Hardware Support (2nd line support)

Reorganize Logistics department 2e line Hardware support to integrate with the 2nd line support group in the Helpdesk. Implement process changes

Train and supervise Helpdesk employees in the use of new applications and procedures.

Develop and computerize reports

Develop and implement Webpages for internal use (knowledge system)

04-2001 - 2002 Defense Telematics Organization
Responsibilities Team lead Service Desk The Hague /Senior Incident coordinator

Reorganize Service Desk in The Hague to centralize it with the central Helpdesk in Maasland

Coordinate existing procedures and adjust existing procedures to ITIL compliant Processes within DTO

Train and supervise helpdesk employees with new applications

Perform all helpdesk tasks

Develop and computerize reports

Develop and implement Webpages for internal use (knowledge system)

1999 - 04-2001 Phylax BV
Responsibilities Systems management

Hardware maintenance PC's, Servers and peripherals

Implementation and maintenance of networks

Problem solving with hard- and software

1998-1999   Phylax BV
Responsibilities Junior systems engineer
                Hardware maintenance on PC's, Servers and peripherals
                Implementation and maintenance of networks
                Problem solving with hard- and software

Projects while working with Phylax

Project   • CCK- DTO
Job   * Helpdesk employee
Tasks   - General Helpdesk activities
                    - 1st and 2nd line support
                    - Desktop installations
                    - Development of training/education for helpdesk employees
                    - Configuration management

Project   • Hollandse Beton Groep
Job   * Support engineer
Tasks   - Network support
                    - Problem solving

Project   • TNO FEL
Job   * Project employee IT department
Tasks   - Installation Netscape Navigator suite
                    - User support

Project   • Moeijes transport
Job   * Project employee
Tasks   - Installation Windows'98 workstations
                    - Server installation (NT 4.0)

1994- 1998   Expert Van Leest B.V.
Job   Coordinator warehouse computerization
Tasks   Application selection
                Application implementation
                Application support