


## *CURRICULUM VITAE*

### Personal details:

Name:	Joris Bernard Willibrord Ammerlaan	
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Date of birth:	21 July 1972	
Gender:	Male	
Marital status:	Married, 2 children	
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### References:

Albert Smets (d-Basics): +31653680001

### Training and courses:

#### Via CSS Automatisering:

MCSE

Basic course Unix.

Unix part I and II.

MS NT Server 4.0.

ITIL Foundation: **Diploma: Yes**

ECABO:	1994-1996	MBI (ICT)	<b>Diploma: Yes</b>
KMBO:	1990-1992	Retail trade	<b>2 certificates: Yes</b>
LEAO:	1985-1990	Economic/administrative	<b>Diploma: Yes</b>

### Languages:

Language:	Spoken:	Written:
Dutch	Fluent	Fluent
English	Good	Good

### Work experience:

**Period:** 06-2017 to current date  
**Company:** Comperex Nederland  
**Role(s):** ERP Consultant  
**Tasks:** Installation and support of Punchhd. This is a ERP software package for retail- and wholesale market. Main task is to setup new clients and install server/client solution. Onsite and remote support. Organize training sessions for clients. Translate customer wishes, work related processes and methodologies to a software solution. Advising the customer how to work.

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**Period:** 01-2010 to 06-2017  
**Company:** ADP Dealer Services / Kerridge Commercial Systems  
**Role(s):** Applicatie Consultant K8  
**Tasks:** K8 ERP is a software package for large businesses. At the moment, the customer are mainly Wood Trade organizations. My task is giving 2nd line support. I have often direct contact with the British colleagues. Questions of all kinds come in both are hardware and software questions. Since April 1 is the division I work for has decided to go further as an independent company and leave ADP as an division. Goal is to expand the Dutch market and grow as a company.

**Period:** 12-2007 to 12-2008  
**Company:** OnGuard BV  
**Role(s):** Team leader helpdesk  
**Tasks:** Resolve customer issues. OnGuard is credit management software for small, medium-sized and large companies. OnGuard is the market leader in this branch and has a staff with around 100 members. I was team leader helpdesk, also member of the project group with implemented new call logging software. My task was to setup the ITIL process helpdesk. For larger companies I was the service coordinator.

**Period:** 01-2006 to 12-2007  
**Company:** d-Basics Breda  
**Role(s):** Helpdesk member 2e line. / Team leader helpdesk.  
**Tasks:** Resolve customer issues. d-basics is a program that can collect, analyze and distribute financial information. Is used for exporting data to banks, credit management systems and also supports factoring. From helpdesk member promoted to team leader helpdesk.

**Period:** 09-2003 to 01-2006  
**Company:** Several employers (**Projects**)  
**Role(s):** Several roles.  
**Tasks:** During this time I did several projects  
Installation and Replacing PC's, inventory of ISRA outlets, replacing UPS systems. Other ICT related activities such as trouble shooting. Installing Servers and Printers. Also second line. helpdesk member. Maintenance of technical infrastructure of police stations. Managing warehouses, maintenance and ordering new equipment, delivering and taking in equipment.  
Helpdesk roles.

**Period:** 10-2002 to 08-2003  
**Company:** TelePlan, Etten-Leur.  
**Role(s):** Team leader RMA.  
**Tasks:** My task was to set up a process for repairing LCD/TFT monitors and/or parts. I did this together with the line manager. I documented the process. Taking care of defective parts, via an internal or external process the parts were repaired or swapped. Because bankruptcy I lost my job.

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**Period:** 08-1998 to 09-2002  
**Company:** CSS BV  
**Role(s):** Helpdesk member 1<sup>e</sup> en 2<sup>e</sup> line: 2 years.  
**Role(s):** Field service Engineer: 5 months.  
**Role(s):** Installation of equipment: 1 year and 4 months..  
**Tasks:** This company out sourced me and I was active at various businesses. During this time I specialized in providing support. Below an overview of roles. Because bankruptcy I lost my job.

**Period:** 01-1998 to 08-1998  
**Role(s):** Helpdesk role.  
**Company:** Shark Thunder Bite  
**Tasks:** International helpdesk. Providing support on antivirus-software to business and private clients, within the Benelux. My tasks, testing software, providing internal support and other several tasks.

**Period:** 09-1996 to 01-1998  
**Company:** Agency's  
**Role(s):** Employee of ICT teams.  
**Tasks:** Several jobs.

**Period:** 11-1995 to 09-1996  
**Company:** Rijks Inrichting voor Jongens (R.I.v.J.) Den Hey-Acker  
**Role(s):** Trainee, system administrator.  
(Prison for boys in the age 12 – 21)  
**Tasks:** System administrator Novell 3.12, Helpdesk 1<sup>e</sup> en 2<sup>e</sup> line. I did all available IT jobs. Network capacity was 100-200 Workstations. My assignment was to create and build a PC network for education purposes.

### **Other relevant experience:**

**Scouting:** Active since 1997. My first role was leading cub scouts. Later I started with other scouts a Computer Interest Group (ICIS). This was an organisation with a mission to introduce PC's within Scouting and use them at scouting activities. For a long time I was the chairman of this organisation. I used my technical skills also during the activities as a system administrator.

After ICIS I was for 3 years also member of the board from the Plus-scouts. This are scouts without a primary role within scouting. I maintained the communication with the national council and other national committees. I also contributed in the communication with the world organisations from Scouting, ISGF, WOSM, WAGGS.

In 2006 stopped my national activities and started as a leader again. Since September 2009 I'm leader for scouts in the age of 17 to 50+. They have a mentally disability. I stopped with scouting in February 2011 cause of my relationship and the immigration process.

**Political Experience:** Early nineties I was active political youth organization. I was member of the board on districts level. I was responsible for the organisation from political debates. I maintained communication with national and provincial council.

A few years later I started as a member of the board from the local branch in Breda. I did this until 1994.

**Other hobby's:** I like to spend time on making video's and photo's on <http://www.joam.nl> you can find some material I made.

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