

# Resume

## Personal Data

Surname: Zuh  
First name: John F.  
Address: Schillerstrasse 77, 41464, Neuss  
Citizenship: German  
Profession: IT Specialist (Systems Integration/SysAdmin/Ops)



## Professional Experience

07.2018 – Till Date

### **OS Engineer, Metronom GmbH**

- OS Configuration, Automation & Deployment
- Application Compatibility Tests & Assessments
- Client Systems Level 2 / 3 Support – AD User - Computer Objects incl. GPOs, Windows 10, Office 365 Apps, Endpoint Protection, Bit locker, Enterprise Apps & Browser Management
- OS Security, Update Management, Patch Deployment & OS Lifecycle Management
- Knowledge Base, Documentation, User Manual Hardware & Software Assessments
- Device Management, Driver Management, Hardware Certification & Documentation

01.2017 – 06.2018

### **Tech Support Engineer, Basicsupport GmbH**

- Server & Client Systems Level 1 & 2 Support (Active Directory, GPO, Software Deployments)
- VOIP Software Incident Management
- Office 365 (Office 2016, Skype for Business 2016 ) Migration Configuration, Software License, Device Management & Documentation
- Patch Management & Task Automation

11.2015 – 12.2016

### **IT Allrounder / Support, Dealerdirect GmbH**

- Server & Client Systems Level 2 Support (Windows Server 2012 R2 Eco System)
- Data & VOIP Network Infrastructure Setup & Management, Knowledge Base Documentation
- Office 365/Active Directory, Back-office, Web Support & Multi variant Testing

11.2014 - 10.2015

### **IT / Web Systems Support, Avandil GmbH**

- Citrix Xen Desktop & Server Level 1/2 Support
- MS Dynamics CRM Customization
- Web CMS Integration, Configuration & SEO

04.2014 - 10.2014

### **Participant, Nestor Training Institute**

- German Language Course for IT Professionals

01.2014 - 04.2014

### **Web Support, Preis24 GmbH**

- Web / Dashboard Customization & Support
- Server Error Logs & Analysis
- Site Performance Monitoring & Optimization
- Multivariate / AB Tests & Experiments
- Pentaho BI platform Customization & Support

2013 - 2014

**Web System Owner, TSW**

- Web CMS Customization & Support
- Web Analysis & SEO
- A-B Tests

2010 - 2013

**Software Dev & Support (RFID), Infonality Inc.**

- RFID Software Automation & Support
- RFID Quality Assurance & Documentation
- OpenX AD Server Configuration & Management
- Real-time Gameplay Data Integration, Cross Platform App Development and Management for Topgolf USA Driving Range Sites.
- Self-service kiosks Installation and Maintenance

2009 - 2010

**Data Manager, Intilia Group**

- Quality Control of Clinical Research Data
- Design ECRFs for Data Collection and Management
- SOP Design & Documentation
- Data Entry & Validation Tests Scripts
- Data Cleaning for Statistical Analysis

07.2008 - 11.2009

**Freelance Technical Consultant, SoftAfrica**

- Multisite WordPress Site CMS End User/Client & Server Management
- Hardware, Software, Mobile, PDA devices Support

02.2008 - 05.2009

**Tech Support, Dawuro Broadcasting Systems**

- VOIP Telephony & Client Support
- Website, Software, Hardware & Workgroup Network Deployment & Support

2007 - 2008

**Software & Hardware Testing, Telewalk Systems**

- Telematics Solutions Deployment & Support for Trucking and Heavy Duty Equipment Company
- Onsite QA, Documentation and Management

2004 - 2007

**Web Designer, Web Kings Institute**

- Web & Graphic Design
- CMS Customization and Development