

# Resume

## Personal Data

Surname: Zuh  
First name: John F.  
Address: Schillerstrasse, 41464, Neuss  
Mobile No: 01742524457  
Citizenship: German  
Profession: Sys Admin (Integration/SysOps/Windows Clients)

## Professional Experience

04.2022 – till date

### **OS Systems Engineer, Rheinmetall IT Solutions**

- OS Configuration, Deployment & Administration
- Application Compatibility Tests & Assessments
- Client Systems Level 2 / 3 Support – Azure/AD GPO Design and Management
- Windows 10, Office 365, Endpoint Protection, Disk Encryption, VPN, Enterprise Apps & Browser Management, File and Print Services
- OS Privacy & Security, Update, Patch / OS Lifecycle Deployment & Management
- Knowledge Base, Documentation, User Manual, Hardware & Software Assessments
- Device Management, Driver Management, Hardware Certification & Documentation

07.2018 – 03-2022

### **OS Engineer, Metro AG / Metronom GmbH**

- OS Configuration, Deployment & Administration
- Application Compatibility Tests & Assessments
- Client Systems Level 2 / 3 Support – Cloud & On-Prem AD User/Computer Objects incl. GPOs
- Windows 10, Office 365, Endpoint Protection, Disk Encryption, VPN, Enterprise Apps & Browser Management, Logging and Monitoring
- OS Security, Update Management, Patch / OS Lifecycle Deployment & 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 2016-19, Skype for Business) 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 Development, 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 Server & 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
  
- 2001 – 2004      **Technical Support, BusyInternet**
  - Internet Service Provider Client Support
  - Network Operating Centre Management
  - Software & Hardware Support
  - Remote & Onsite Support
  
- 02.1999 – 06.2000      **Affil. Marketer / Customer Support, Skybiz 2000**
  - Web-Spaces Sales & Promotion
  - Customer Support
  
- 01.1999 – 11.2000      **Technical Support, Value Last**
  - PC Applications, Office Package, Antivirus Support
  - Hardware & Software Installations & Support
  - Peer to Peer Network Management

**Technical Proficiencies (Expertise)**

Programming Languages	html, CSS, php/MySQL, asp.net, MSSql, Ms Access, postgres, JavaScript, Ajax, xml, Macros, Json, c, c#, vbscript, jscript, c/w shell script, python
Operating Systems (Client/Server)	Windows Client/Server 2008-2012 R2, Linux (Ubuntu Server/Desktop), Mac OS, Citrix VD, Hyper-V
Networks & Protocols	Tcp/ip, lan, Sip, Wan/Man, dns, dhcp, firewalls, vpn smtp, pop, udp, snmp, smpp, http, https
Tools & Services	SharePoint, AD, Office 365 Management Console, PowerShell, VMWare, Apache, IIS, Adobe Dreamweaver/Photoshop, Visual Studio, Netbeans, Google Analytics, Adobe Site Catalyst, Webtrekk, Selenium, Wireshark, FileZilla, DOS, Notepad++, DMS, Team viewer, RDC, Win/MacTerminal, Registry Editor, WMI Object Editor, Atom, GPMC, Server Management and Monitoring Software