Nilesh Bissumbhar BSc.

IT Consultant / Project Manager

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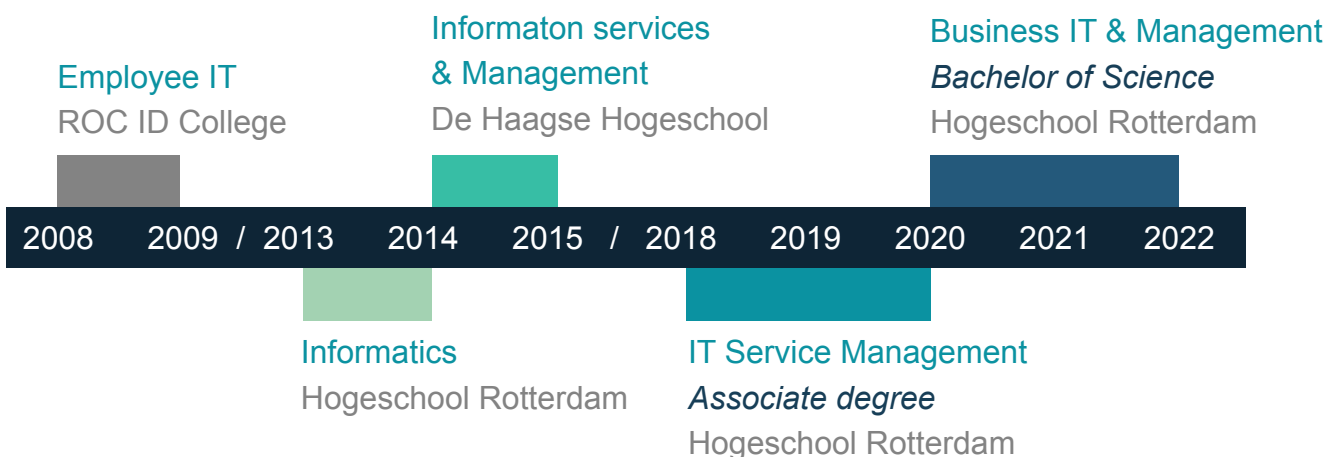
🌐 www.nrb12.com

🚗 Drivers license B

12 December 1991
Dutch

● Confident ● Flexible ● Go-getter ● Result-oriented ● Teamplayer ● Social

Profile

I am Nilesh, an ambitious and skilled IT professional with extensive knowledge of various applications, systems and processes. I get a lot of satisfaction from working with and for people. My strength lies in building long-term customer relationships in which professionalism, trust and respect for each other are central. I owe my success to my ambition, integrity and perseverance. In addition, I have a strong will to continue to develop myself, which is why I have also done the IT Service Management course in addition to my work from 2018 and Business IT & Management from 2020. In addition to the IT world, I am also a passionate fitness enthusiast, which gives me strength and relaxation.

Education

Employee IT
ROC ID College

Informaton services & Management
De Haagse Hogeschool

Business IT & Management
Bachelor of Science
Hogeschool Rotterdam

2008 2009 / 2013 2014 2015 / 2018 2019 2020 2021 2022

Informatics
Hogeschool Rotterdam

IT Service Management
Associate degree
Hogeschool Rotterdam

Courses

2020

⬥ **SuperOffice CRM - Service**
  [Certificate: SuperOffice CRM - Service]

⬥ **SuperOffice CRM - Management**
  [Certificate: SuperOffice CRM - Management]

2019

⬥ **Cisco Certified Network Associate Routing & Switching**
  [Certificate: CCNA 1]

2016

⬥ **RoutIT University**
  [Certificate: HIP Technical Session]

⬥ **Basic education Agile Scrum Foundation**
  [Certificate: ASF Exin Agile Scrum Foundation]

⬥ **Basic education Company Emergency Response Officer**
  [Certificate: Company Emergency Response Officer]

2015

⬥ **Safety for Operational Manager VCA**
  [Diploma: VOL-VCA]

2008 2009

⬥ **ECDL (European Computer Driving Licence)**
  [Certificate: Working safely in IT]

Programming Skills

(X)HTML

XML

CSS

PHP

Python

Wordpress

Language Skills

Dutch - Native language

Engels - Good, conversation and reading

German - Reasonable, conversation and reading

Hindi - Reasonable, conversation

Work experience

Information- / applicationmanager

Fonds Podiumkunsten

Tasks:

Is responsible for the functional and technical management of the application for the registration of subsidy applications:
- Setting up and managing the application;
- Makes a supporting contribution to ICT policy;
- Works within the frameworks of ICT policy and relevant laws and regulations;
- Advises on the design of internal procedures, work processes and guidelines in response to changes in the application;
- Signals incorrect use of the application and passes this on to the head of subsidy support;
- Makes changes to the application;
- Maintains and secures the application;
- Monitors the operation of the application and keeps an incident registration;
- Responsible for management, maintenance and security of the application;
- Installs new releases and manages test environments;
- Monitors progress in troubleshooting;
- Edits data in the application where appropriate;
- Collects and inventories changes and problems and formulates proposals and assignments.

User support:
- Provides support to users with questions or problems;
- Train the users;
- Describes how the application works;
- Acts as a point of contact for complaints, problems, requirements and wishes of users;
- Determines the consequences of technical changes;
- Performs acceptance tests.

Ensures contact with the supplier:
- Acts as a point of contact for the supplier;
- Issues orders to the supplier in the context of incidents and changes.

Carrying out other activities of a comparable level.

Application manager

GeriMedica B.V.

Tasks:

- Automate and develop business systems.
- Designing, developing and implementing new software and functionalities.
- Setting up the applications for other departments.
- Various implementations for integrations.
- Database management.
- Conveying technical information to a non-technical audience.
- Test and maintain applications.
- Problem solving, identifying, analyzing and reporting.
- Switching with suppliers regarding SuperOffice.
- Giving advice regarding possible (technical) adjustments.
- Organize projects according to a detailed schedule.
- Keeping abreast of and responding to technical developments.

09/2017
11/2022

Technical support employee

GeriMedica B.V.

Tasks:

- Provided 1st and 2nd line support, actively and frequently communicating with the customer about progress and providing appropriate solutions.
- Analyzed customer problems and translated them into a technically qualitative solution.
- Managed complex disruptions, ensured that all parties were managed correctly.
- Successfully developed measuring instruments in Java and XML. Setting up and configuring links between Ysis (GeriMedica software) and care systems of other parties.
- Responsible for requesting certificates, implementing links, answering link questions and analyzing bugs.
- Ensured that progress information was administered in the appropriate systems (ITIL).
- Worked with Medimo, Qic, Nedap, Ysis and ONS. Post-checking of integrations took place in Graylog.

02/2017
08/2017

Servicedesk ICT consultant

Softwear B.V.

Tasks:

- Provided 1st line support, actively and frequently communication with the customer about progress and providing appropriate solutions.
  Analyzed customer problems and translated them into a technically
- qualitative solutions.
  Managed complex disruptions, ensured that all parties were managed
- correctly and provided appropriate solutions.
  Successfull and timely installation of licenses and upgrades.
- Ensured that progress information was administered in the appropriate
- systems (ITIL).

10/2016
02/2017

Service IT engineer

KPN

03/2016
10/2016

Junior IT helpdesk employee

Reflecta automation B.V.

03/2016
10/2016

IT employee

Set ICT B.V.

Computer Skills

Windows XP tot 11	Agile Scrum / DevOps
IOS	Citrix
Windows server 2003/2008/2012	Teamviewer
Microsoft Power BI	Salesforce
Linux	SuperOffice CRM/ ticketsysteem
Bomgar	Softwear
BroadSoft	XL-ENZ
Microsoft Lync	MS Office ECDL 2003/2016
Skype	Unit4Agresso
Open Edge	Expeditie
IETSolutions Workcenter	Seaexup
Intellij	Bulk
Github	Wireshark
HIPIN	X-lite SIP Softphone
Internet RoutIT Management Administration	OpenSSL
Jira atlassian	SSL certificaten
TOPdesk	SoapUI
Postman	Bash On Ubuntu On Windows

Sports

Fitness

Football

Nilesh Ramesh Bissumbhar

References

Available on request.