

Nilesh Bissumbhar BSc.

IT Consultant / Project Manager



12 December 1991
Dutch



06 - 837 074 84



n.bissumbhar@hotmail.com



<https://nl.linkedin.com/pub/nilesh-bissumbhar/>



www.nrb12.com



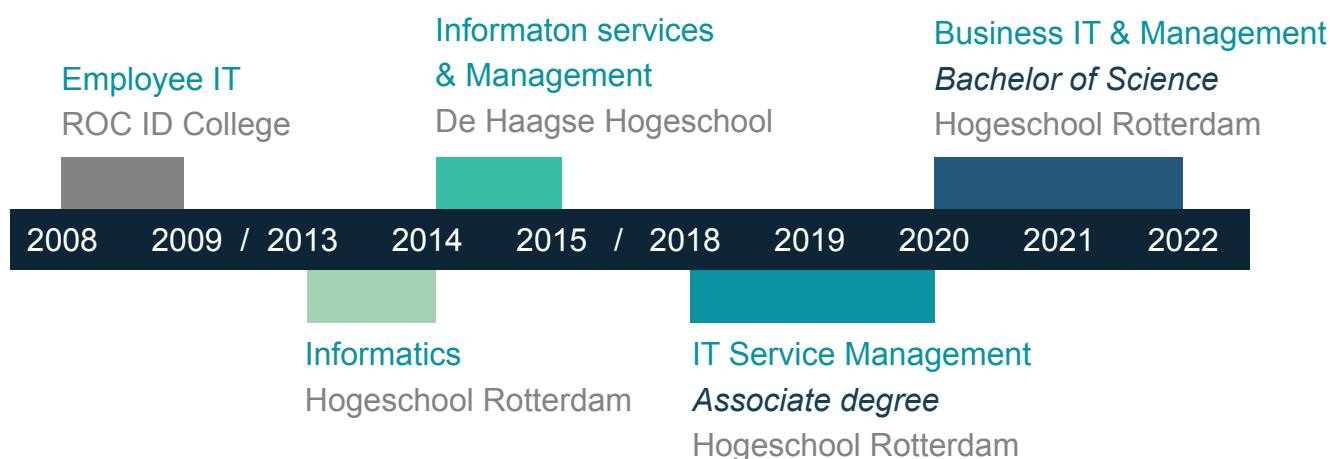
Drivers license B

● 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



Courses

2025	♦ BISL 4 Foundation <i>[Certificate: BISL 4 Foundation]</i>
2020	♦ SuperOffice CRM - Service <i>[Certificate: SuperOffice CRM - Service]</i> ♦ SuperOffice CRM - Management <i>[Certificate: SuperOffice CRM - Management]</i>
2019	♦ Cisco Certified Network Associate Routing & Switching <i>[Certificate: CCNA 1]</i>
2016	♦ RoutIT University <i>[Certificate: HIP Technical Session]</i> ♦ Basic education Agile Scrum Foundation <i>[Certificate: ASF Exin Agile Scrum Foundation]</i> ♦ Basic education Company Emergency Response Officer <i>[Certificate: Company Emergency Response Officer]</i>
2015	♦ Safety for Operational Manager VCA <i>[Diploma: VOL-VCA]</i>
2008 2009	♦ ECDL (European Computer Driving Licence) <i>[Certificate: Working safely in IT]</i>



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

04/2024
Until now

Functional applicationmanager

Gemeente Zoetermeer

Tasks:

- Managing applications, including: Key2Financien and Kofax;
- Systematic handling and progress of incoming expenses;
- Translate needs into functional specifications;
- Taking control, basic and fundamental change requests and implementing system upgrades;
- Intermediary between users, automation experts, suppliers and internal parties;
- Translate new developments into practical applications and inform the organization about the (improvement) possibilities and broader applications of applications.
- Implement changes (updates/upgrades/new functionalities);
- User support including authorizing, helping with the use of notifications and analyzing and resolving disruptions with regard to Key2Financien (K2F), WBU, Kofax and Cognos;
- Support for various projects;
- Providing input for various projects such as health check.

12/2022
12/2023

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.

09/2021
11/2022

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.

02/2017
08/2017

Servicedesk ICT consultant

Softwear B.V.

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

Projecten

Project 1

Project 2

Project 3

Project 4

Project 5

Project 6

Hobby's



Referenties



Op aanvraag
beschikbaar