

Michael Dijk - Resume

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Date of Birth: 20th of January 1988

Nationality: Dutch

OBJECTIVE

Initiative-taking, pro-active, experienced and client-driven young professional, constantly striving to learn new skills and I will always go the extra mile.

PROFESSIONAL EXPERIENCE

Level 3 Engineer | Netgear

10/2020 – present | Cork, Ireland

- Liase and work together with worldwide level 3 support team
- Dedicated support for top resellers and integrators of Netgear
- Find, reproduce and report bugs to R&D
- Support sales team when needed through delivering proof of concept and designed network solutions
- Testing of beta products and assisting in NPI (New Product Introduction)
- Created, maintain and build L2 KB database, and document any undocumented processes where necessary

Technical team-lead, L2 support, English market | Convergys / Netgear

06/2019 – present | Cork, Ireland

- Team-lead to a team of 6 agents
- Provide support to Manager, take over management work, when manager is unavailable
- Provide coaching/support on difficult customers/cases
- Take over escalation requests, and manage difficult customers/cases directly
- Drive CSAT results, drive good team atmosphere and help agents achieve their potential
- Assist in providing solutions to difficult cases, ranging from network setups (IGMP, VLANs, routing) to Network Attached Storage devices
- Advanced Linux command line troubleshooting of storage arrays. This includes RAIDs, file systems (ext4 and BTRFS), file sharing protocols, permissions, backups, data recovery, iSCSI, and integration with Active Directory
- Test and document advanced setups
- Good knowledge of Wi-Fi technologies: 2.4Ghz vs 5Ghz, Wi-Fi encryption, channels and the added interference from surrounding environments

Level 2 Support Engineer | Convergys / Netgear

08/2017 – 06/2019 | Cork, Ireland

- Provide support over phone, chat & e-mail to Business customers
- Supporting NAS, Switching, Wireless, VPN, Firewalls
- Using Remote Desktop to provide quick solutions to the customer, guide customer to setting up their network correctly
- Recreate difficult scenarios in the LAB and provide solutions accordingly

- Configure Routing, VPN's, VLAN, DHCP
- Manage customer satisfaction according to CSAT surveys
- Effective case management and making sure that I am on top of my workload, keeping the customer informed about progress

Associate Order 2 Cash | Eli Lilly

08/2014 – 08/2017 | Cork, Ireland

- Managing sales orders for completeness and accuracy, for Pharma and Elanco industry.
- Consult with different departments and affiliates to resolve issues and meet common goals.
- Ensure that we process orders according SEC guidelines, and that they are Sarbanes Oxley (SOX) compliant.
- Interact with Management on open backlog, discuss options to resolve cases in a timely manner.
- Maintain accuracy in processing orders, and working with the affiliate to ensure we are on the same line
- Daily / Weekly / Monthly Order and invoice Reporting.
- Run / check testing scripts in SAP for acquired business integration

Associate revenue operations analyst | EMC

12/2013 – 08/2014 | Cork, Ireland

- Reviewing and managing sales orders for completeness and accuracy.
- Work with multiple departments to resolve complex issues & provide support to various EMC departments when necessary.
- Ensure that we process orders according SEC guidelines, and that they are Sarbanes Oxley (SOX) compliant.
- Reporting back to Management on backlog, discuss options to resolve cases in a timely manner and within EMC's guidelines.

1st line Support Specialist, Teagasc and RTE.ie | Atos

09/2013 – 12/2013 | Cork, Ireland

- Supporting system users from both Teagasc and RTE-Group. Support them via desk telephone system and remote support software tools.
- Identify, evaluate and prioritize customer problems and complaints to ITIL standards
- Escalate unresolved issues to support leads and/or designated service groups.
- Resolve issues within the given SLA's.
- Investigate new issues that arise and test resolutions before they are given to the client

Customer Relations Advisor, Customer Relations department | Apple Inc.

09/2012 – 05/2013 | Cork, Ireland

- Supporting T1 and T2 technical support, Sales and aftersales by taking over challenging calls, and handling complaints coming in from customers.
- Supporting T1 and T2 technical support, sales and aftersales with their questions on how to handle calls, how to deal with Kbase articles or any other business related questions.
- Taking care of customer's case, aftercare, and making sure the customer was fully satisfied when case was resolved.
- Developed and train myself with all knowledge base articles, guidelines, and enhancing the satisfaction of the customer.

Technical Coach, EA department | Concentrix Ltd.

03/2012 – 09/2012 | Belfast, Northern-Ireland

- Implementing Coaching sessions based on individual need and/or client's requirement.
- Participating and facilitating weekly and monthly internal and client calibrations.
- Needed to provide pro-active solutions to current problems with agents on the phone
- Focussed on Customer Experience improvement.
- Managing 12 Quality Monitors to make sure weekly reports were delivered on time.
- Weekly reporting to the client and business manager on departments quality statistics.

Gaming Advisor, Quality Monitor, EA department | Concentrix Ltd.

09/2011 – 03/2012 | Belfast, Northern-Ireland

- Providing customer service advice and technical support to Dutch and English Electronic Arts Customers.
- Focus on First Contact Resolution and Excellent Customer Experience.
- Monitored Quality for the Dutch and English team, calls and emails, as well where necessary helping improve their skills.
- Localized the FAQ section of the Electronic Arts support website (translated the general FAQ questions to Dutch)

Cust Service Adv., Quality Monitor, Logistics Admin., Clearwire dept | Concentrix Ltd.

01/2010 – 03/2011 | Belfast, Northern-Ireland

- Providing customer service advice and technical support to Flemish Clearwire customers.
- Monitored Quality for the Dutch team, as well where necessary helping improve their skills.
- Back office and Logistics tasks; matched incoming payments from customers towards their bill, maintain shipments of new modems to customers and stores.

Tele-Sales agent (outbound) | Custom Connect Maastricht B.V.

03/2009 – 08/2009 | Maastricht, The Netherlands

- Outbound sales for multiple projects varying from Office supplies from Viking Direct to Vitamin products.
- Sales targets was point of focus, target was around 7 sales per day.

Customer Service Advisor, Consumer department | Vodafone B.V.

11/2007 – 08/2008 | Maastricht, The Netherlands

- Providing customer service advice and basic technical support to Dutch customers.
- Informed customers on charges which were due to be applied on their bill, or informing customers about upgrades which could be applied towards their subscription or add-ons.
- Where possible we had to take the opportunity to up-sell the customer, or advice and apply an add-on to their number/account.

Technical Support advisor, Ziggo ISP department | Twenty4help Knowledge Service B.V.

02/2006 – 10/2007 | Maastricht, The Netherlands

- Providing customer service advice and technical support to Dutch customers.
- Resolving VoIP issues, Wireless connection Issues, guiding customers through setup of their e-mail and internet connection and/or VoIP connection.
- Informing customers of charges applied or due to be applied to their bill.
- Where necessary escalating cases through to 2nd level support.

EDUCATION**GRADUATED****Trading and Commerce, high-school | Trajectum College**

2002 – 2005 | Maastricht, The Netherlands

No

Full Stack Software Development, Level 6 | Code Institute Dublin

2019 – 2020 | Dublin, Ireland

Ongoing

LANGUAGES**ORAL****READ****WRITE**Dutch
EnglishNative
FluentNative
FluentNative
Fluent