

Personal Information

Name: Siong Han
 Birth date: 17/10/1970, Rotterdam
 Sex: Male
 Marital status: Married, two kids
 E-mail: siong_han@hotmail.com
 Native language: Dutch
 Current job status: Freelancer
 International work experience: Holland, England, Hungary, Germany, Estonia, Ireland, Germany

Education

OSG de Randijk (Netherlands)

Work Experience

- 01/2014 - now Subject Matter Expert at IBM** - Subject Matter Expert for Backups for a company using HP Dataprotector:
 - Registering and handling incoming support requests (ITIL) by email as second and third level
 - planning and informing and updating customer and IBM teams of service outages
 - creating and maintaining work flow schedules
 - creating manuals and passing on this knowledge to the team
 - creating and maintaining and restoring of backups within the SLA.
Achievements:
 - Creating and improving manuals for our team
 - creation of new and improved processes
- 01/2014 - now TSA at IBM**
 - Technical Support Agent B2B:
 - Registering and handling incoming support requests (ITIL) by phone and email for first and second level support for a leading chemical company
 - We supported Windows 7 and the migration from Windows Xp to Windows 7 through secure Cisco and AT&T connections, Mainframe, SAP, Windows Office 2003 and 2007, livemeeting, applications, Windows Xp, Windows7, VAX
Achievements:
 Creating and improving manuals for the Dutch/Belgium Helpdesk team
- 05/2011 - 12/2013 TSA at IBM**
 Technical Support Agent B2B:
 - Registering and handling incoming support requests (ITIL) by phone and email for first and second level support for a leading chemical company
 - We supported Windows Vista and the migration from Windows Xp to Windows Vista through secure Cisco and AT&T connections
 Mainframe, SAP, Windows Office 2003 and 2007, livemeeting, applications, Windows Xp, Windows7, VAX
Achievements:
 Creating and improving manuals for the Dutch/Belgium Helpdesk team
 Winner
- 01/2011 - 05/2011 TSA at IBM**
 Project was moved to South Africa despite client satisfaction of over 92%
 Technical Support Agent B2B: First level support by email and phone and connecting through secure connections to clusters (Window Server)and additional hardware.
 Support for clusters and additional hardware that was placed with car dealers from a leading car manufacturing company in Germany
Achievements:
 Creating and improving manuals for the Dutch/Belgium Helpdesk team
- 12/2009 - 08/2010 TSA at HP**
reason for departure:
 Two-folded: The Helpdesk was being phased out to Rumenia and due to my skills and knowledge about Windows migrations I was asked to support another team at IBM
 Technical Support Agent B2B: First level support through secure connections for Win2K, WinXP, migration to Windows Vista, SAP, Cisco VPN, Lotus Notes, Outlook and a hundred other office applications
Achievements:
 Creating and improving manuals for the Dutch/Belgium Helpdesk team
 Winner of May 2010 competition at Total Helpdesk: Best TSA agent
- 10/2007 - 02/2008 Skype Customer Support**
reason for departure:pregnancy of my wife
 department connection problems German, English and Dutch
Achievements: being a member of #nlhog allowed me to pinpoint network

8/2006 - 3/2007	Lycos Europe	problems on the Internet prior to the official channels, resulting in faster solutions for network issues reason for departure: bought house, and with the take over by EBay it was no longer possible to work from house customer support Achievements: writing the first technical manual for that Helpdesk
12/2007 - 12/2009	Entrepreneur	Translating websites and website design and development (LAMP, W3C, SEO) Achievements: http://www.dentalimpex.nl http://swchq.co.uk http://www.cheyas.com http://vindcreatieven.nl/ etc...
10/2001 - 02/2005	Next Element BV	IT specialist and 1st, 2nd, 3rd line customer support 24/7 (phone and email) - repairing servers (hardware) network maintenance - upgrading core routers - peering - LIR-member (SH1150-RIPE) Achievements: increasing number of peerings by 800% and bringing down upstream cost by 72% Achievements: hand in first apprehension of Holland's biggest spammer

Language Skills

Dutch	Speaking: Excellent	Writing: Excellent	Understanding: Excellent
English	Speaking: Excellent	Writing: Excellent	Understanding: Excellent
German	Speaking: Good	Writing: Good	Understanding: Good
French	Speaking: Basic	Writing: Basic	Understanding: Average
Estonian	Speaking: Basic	Writing: Basic	Understanding: Average

Computer Skills

Creating and maintaining websites (LAMP)
Lotus Notes, migration to Windows Vista, WinXp, Win2K, Micorsoft Office
repairing servers (hardware), network maintenance, mainframe, VAX

Additional Info About Future Job

Availability for starting work:	Agreed upon
Availability for business trips:	Yes
Willing to move (internationally):	yes

Date of editing CV: 22/3/2015