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Mark Henderickx

Continuously improve IT- knowledge, while maintaining a human IT touch

EMPLOYMENT

2022 - 2022

SERVICE DESK QUALITY ASSISTANT. – it-Anywhere

2017 - 2022

SYSTEM ENGINEER – it-Anywhere

2009 – 2016

MULTI PROPERTY IT MANAGER – Marriott Hotels Brussels

2008 - 2009

MULTI PROPERTY IT COORDINATOR – Marriott Hotels Brussels

2007 - 2008

NIGHT MANAGER – Renaissance Hotel Brussels

2002 – 2007

HELP DESK RECRUITMENT SUPERVISOR – Voice Select

2002 – 2002

SALES REPRESENTATIVE – Energizer Belgium

2001 – 2002

EMPLOYEE DEPT. COLLECTIONS – Cetelem

1999 – 2001

EMPLOYEE BACK-OFFICE CORPORATE – WELL.com

1996 –1999

NIGHT-AUDIT RECEPTIONIST– Bedford hotel

1996 – 1996

HELP-DESK OPERATOR – Dimarso

EXPERTISE

Information Technology

Problem Solving

Teamwork

Information Security

Project Management

IT Audit

Vendor Relationship

Network Security

Telecom

Fleet Management

Multilingual

Organization

Server Administration

Patience

Marketing

Contract Negotiation

Creative

Flexibility

MGMT CLASSES

Foundation of Leadership Developing You Developing Others

Navigating through Change Essential presentation skills

The 5 Choices to Extraordinary Productivity (Franklin Covey)




7 habits of highly effective people (Stephen Covey)

Dynamic Team

STUDY MODULES & TRAININGS

Advanced knowledge of Publicity, Marketing & Sales
Windows Office Packages
Fire prevention & evacuation techniques
From complaint to a solution
Facing aggressive behavior
Basic knowledge of Accounting & Management

LANGUAGES

Knowledge\Language					
Expression	Advanced	Advanced	Advanced	Good	Basic
Understanding	Advanced	Advanced	Advanced	Good	Good
Writing	Advanced	Advanced	Advanced	Basic	Basic

AWARDS

"Associate of the month" in July 2006
"Western Europe Systems rookie" in 2007

VARIOUS

Driver's License B