

MIKE INCOURT

IT CONSULTANT

DETAILS

EMAIL

mikeincourt@gmail.com

LINKS

[Website](#)

[LinkedIn](#)

SKILLS

Interpersonal
Communication Skills

Creative Problem Solving

Analytical Thinking Skills

IT Support

Active Directory

End-User Support

Project Management

Technical Troubleshooting

System Installation

Agile Methodologies

Software Development

Stress Resistance

LANGUAGES

French



Dutch



English



Spanish



PROFILE

Dynamic IT Support Engineer with extensive experience in full-stack development and project management, poised to deliver impactful solutions as an IT Consultant. Proficient in Active Directory management and skilled in troubleshooting and end-user support. Demonstrated ability to manage IT projects effectively while ensuring seamless communication across teams. Committed to leveraging technical expertise and problem-solving skills to enhance operational efficiency and user satisfaction.

EMPLOYMENT HISTORY

IT Support Engineer, Fnac Vanden Borre

Dec 2023 — Feb 2025

As an IT Support Engineer at Fnac Vanden Borre, responsibilities include providing top-notch technical support and troubleshooting for users experiencing hardware and software challenges. The focus remains on ensuring that client systems operate efficiently while training users to enhance their technical understanding. This role demands a proactive approach to identifying potential issues and implementing effective solutions.

- Delivering exceptional end-user support and effectively resolving technical issues.
- Conducting system installations and configurations to meet user requirements.
- Assisting in the implementation of security protocols to protect sensitive information.
- Utilising tools for monitoring system performance and conducting routine maintenance.

Full Stack Developer, Komon

Jun 2023 — Dec 2023

In the role of Full Stack Developer at Komon, the focus is on designing and implementing robust web applications. This position involves working across the full technology stack, from database management to front-end interfaces, ensuring seamless application performance. Collaboration with team members is essential to deliver high-quality software solutions that meet user needs.

- Developed and maintained scalable web applications, enhancing functionality and user experience.
- Participated in code reviews and contributed to team discussions to improve development processes.
- Integrated third-party services and APIs to expand application capabilities.
- Utilised agile methodologies to manage project timelines and deliverables effectively.

Full stack & Java Developer Trainee, BeCode

Nov 2022 — Jun 2023

During the training period as a Full stack & Java Developer Trainee at BeCode, a comprehensive understanding of web development principles was established. The training included hands-on experience with various technologies, honing skills in both front-end and back-end development. Emphasis was placed on collaborative projects and learning best practices in coding and software design.

- Engaged in team projects that simulated real-world software development environments.
- Gained proficiency in Java and various web development frameworks.
- Participated in workshops to enhance problem-solving and coding skills.
- Contributed to the development of applications while receiving mentorship from experienced developers.

Customer Service Manager, AED Group

Mar 2016 — Mar 2020

- Team leader for one of the biggest event company in Europe.
- Managing professional technicians, repairing installations under tight deadlines.
- Developed strong leadership skills and expertise in repair processes and Customer Service Management.
- Communicating with customers and suppliers in a solution-oriented environment.

STACK

Windows Server (2016, 2019, 2022)

Active Directory (AD) Management

Group Policy Management (GPO)

Windows PowerShell & Automation

Remote Desktop Services (RDS)

DHCP, DNS, TCP/IP

VPN & Remote Access Solutions

VLAN, Routing & Switching

VMware vSphere / Hyper-V

Citrix XenApp / XenDesktop

ITIL Framework & Service Desk (ServiceNow, TopDesk)

Incident Response & Root Cause Analysis

End-User Support & Troubleshooting