

Marco Buschgens

ICT Manager

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ICT Process Optimization | Project Management & Coaching | Programming & Scripting | Infrastructure Management

QUALIFICATION SUMMARY

With over 25 years of experience in IT, I excel at transforming complex challenges into efficient solutions. My strengths lie in collaboration, innovation, and building strong teams, connecting people and ideas to drive organizational success.

KEY SKILLS

- | | | |
|--|--------------------------------------|----------------------------------|
| ✓ Ansible, Terraform, CI/CD, Pipelines | ✓ Linux (Red Hat / Debian flavours) | ✓ VPS / Hosting / MySQL/... |
| ✓ VMWare Vsphere / Veeam backup | ✓ Microsoft Servers / workstations | ✓ WAN, LAN, VPN, VoIP, WiFi, ... |
| ✓ Apple OS X Server / iOS | ✓ PHP/ASP/HTML/JS/CLI | ✓ HA Cluster, Load Balance |
| ✓ GitLab, GitHub, Jira, Jenkins | ✓ SonarQube, Kubernetes ,Docker, VDI | ✓ Azure / AWS / GCP |

PROFESSIONAL EXPERIENCE

Technical Outsource Manager

2023 - now

ICT Group – Strypes Bulgaria , Netherlands

- Responsible for the successful execution of complex IT projects for leading companies like ASML and Intraffice, and building strong client relationships while applying Agile/SAFe/ART methodologies.
- Acted as a bridge between clients and teams in Bulgaria (900+ FTE), covering DevOps, Infrastructure, Virtualization, Azure, Security, and SecOps.
- Managed budgets, SLAs, and relationships. Provided technical support for escalations and changes.
- Successfully led a migration project from on-premises to Azure.

ICT Coördinator

2021 - 2023

LAABAR Import-Export BV, Netherlands

- Took responsibility for and successfully executed various challenges.
- Set up Windows Server, Hyper-V VPN Server, ODOO CRM inventory management, 3CX VoIP phone system, VMware, and VEEAM.
- Expanded and optimized all internal ICT operations.

ICT Manager

2020 - 2021

Home-ID real estate, Belgium

- Managed the daily IT environment.
- Set up and optimize ICT infrastructure.
- Supported, trained, and coached colleagues in new technologies.
- Automated daily processes to improve efficiency.

ICT Engineer

2019 - 2020

Contineo Do IT Right, Belgium

- Supported, advised, and executed IT infrastructure for SMEs.
- Expertise in system management – Windows, Linux, vSphere, FortiGate, VoIP, remote management, and more.
- Acted as a troubleshooter.

ADDITIONAL EXPERIENCE

Freelancer

2011 - 2019

PEM World BV, Netherlands

- Coordinated the Secure Phone II project for Law Enforcement.
- Developed custom-built hardware crypto phones, operating systems, crypto applications, GSM SIM configuration (Jasper), and secure VPN connections.
- Delivered Microsoft and Apple system administration services.
- Developed Crypto apps.
- Marketed self-developed products and services.

Sr. System Administrator

2009 - 2011

Xellution (VoIP – Data – Internet Solutions), Netherlands

- Held final responsibility for operations.
- Executed a reorganization to improve structure, performance, and image, achieving increased sales results.
- Managed and supported ICT helpdesk teams.
- Renewed contracts and maintained relationships with suppliers.

Interim ICT Manager

2007 - 2009

Aplus Ltd. (Grieks Cyprus)

- Restructured the entire organization's internal and external ICT management.
- Communicated effectively with clients, suppliers, and personnel (6 FTE).
- Oversaw import/export of ICT products.
- Managed all activities related to internet and website services.

Sr. Systeembeheerder

1999 - 2007

123 Solutions BV / Coll-X-Tion, Netherlands - Cyprus

- Managed an ICT company with telesales, network administration, two mega-stores, and 26 FTE.
- Directed ICT projects, networking, and ICT solutions

CERTIFICATIONS

- **ITIL 4**
- **AGILE**
- **SCRUM**
- **AZURE 900 Fundamentals**
- **AZURE 104 Administrator**
- **AZURE 500 Security**
- **AZURE 400 Designing and Implementing Microsoft DevOps Solutions**
- **AZURE Building a Fortress**
- **Python Development**

LANGUAGES

- **Dutch: Native**
- **English: Fluent**
- **Russian: Conversational**
- **French: Highly motivated to learn**