

Born at luik (Belgium), the 29 june 1977 (46 years old)

✉ [orban.denis@gmail.com](mailto:orban.denis@gmail.com)

in <https://be.linkedin.com/in/denis-orban>

www <https://mysystemworks.ddns.net>



## IT - Fleet manager - Others tasks IT and administratives

### Skills and personality

Philosopher, good ability to adapt to its environment, good ability to listen, good ability to analyze and synthesis, sociable, ordered, punctual.

- Actual informatic knowledges :  
**GNU/Linux (Ubuntu – Debian), PHP, SQL, MYSQL, Ajax, Javascript, Bootsrap, PHP my Admin, mise en place de serveur LAMP et gestion de noms de domaine, autres logiciels de bureautique (mails, traitement de texte, tableur, traitement d'images, etc.)**
- Past informatic knowledges  
Java, C#, Eclipse.
- Others :  
PHP IT developments, Typist, administrative organization, customer service representation (email processing, call taking, trouble tickets, compliance with SLA and KPIs, participation in improving company procedures).

### Professional experiences



2017 -

#### Fleet & insurances manager – PHP developer – Administrative support at VD Cabling SA company.

- Fleet management.  
(Insurances, technical controls, vehicules maintenance, sinisters).
- RC sinisters management.
- Administrative support for human ressources files, justice and comptability files.
- Technical support for the computers and applications problems in the company.
- Various development of after-day applications (clocking - ticketing system for managing personnel, vehicles, equipment, toolboxes and other documents - application for checking ORES slips).



2017

#### Computer technician for Dr Wi-Fi Company SPRL (by VD Cabling SA).

- Participation in the development of the website.
- Troubleshooting and advice for residential customers to solve their computer problems.

2016 - 2017

Formation de reclassement.  
Travaux informatiques via les sites collaboratifs



2005 - 2015

- **Call center agent for Transcom Worldwide Belgium S.A.**  
(merged with T-Europe S.A. in 2013)  
**(Helpdesk operator 1st line et 2nd line pour la société BASE Company).**
- Technical incoming calls for the customers (xDSL, VOIP, IPTV, resolutions of problems)
- Analyze values (interpretation).
- Troubles tickets creation and follows up towards third parties  
(3rd line, Proximus, Mobistar, Alpha Networks, Janssen Field Services).
- Plannifcation of technicians and assistance.
- Shops assistance.
- Checking of invoices.
- Application of credit notes and adjustments.
- Customer's complaint management.
- Punctual developer of applications.

1996 - 2000

Several experiences in HORECA.  
■ French and italian cooking.  
■ Service in restaurants and banquets.

### Formations

General navigation certificate.



Formation english (level 5 obtained) to IPEPS of Soumagne.

2006



**Graduate in informatic management to IPEPS of Soumagne.**

Procedural programming, POO programming, relational SGBD, Mérisse analyze, Operating systems, networks (TCP/IP, UDP), C, C#, VB.NET, Microsoft SQL Server, SQL).  
Oriented toward open sources currently (**GNU/Linux Ubuntu, PHP, Java, Apache, MySql**).

2004



**Formation Webmaster to IPEPS of Luik.**

**HTML, CSS, Javascript, tools for medias (pictures, movies, sounds).**

2002



Formation to bases of management to IPEPS of Herstal.

2001



Formation at input operator function.

Microsoft Excel, Microsoft Word, Microsoft Access, Outlook, etc...

1998



Formation in HORECA to Massart castle of Luik.

1994 - 1997

## Languages

Français Native language.

Anglais Wallangues, level B1. Usual. (Need practice)

Néerlandais Wallangues, level A2. Basic knowledges.

## Hobbies

Computing, programming, new technologies, news, sciences, sport (running, crossfit), philosophy, cinema, cooking (vegetarism), painting.

## Additional assets

License category B and car.