

JAN GRINDERSLEV LAURSEN

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Curriculum Vitae

Summary

Working many years in the IT business, has taught me to be thorough in my work, mind the details, and be the link between the at times complicated IT and the business.

I have learned that the good results are created with cooperation and communication.

I am a good communicator, both in writing and orally. I have an extrovert personality and can easily relate to others across organizational levels and cultural backgrounds.



Personal strengths:

Great interest in learning new things, good judgment and open to new initiatives, workful and thorough, result oriented and systematic. Positive and co-operative.

WORK EXPERIENCE

2016- Orbicon Informatics

Position: IT Support Engineer

Responsibilities: Responsible for operation and maintenance of Orbicon Informatics 1-level support. Project work and everything about the operation and use of Microsoft Dynamics 365 (CRM). CRM is used as ITSM and sales software.

Responsibilities included:

- Daily staffing of Orbicon Informatics hotline (telephone and email)
- Screening and categorization of support tasks
- Coordinate solution of incidents between teams - hotline/consultants/developers
- Support of external systems (Orbicon Informatics products at the customer, hosted or installed at the customer)
- Operation and maintenance of Microsoft Dynamics 365
 - Building/modifying the modules - business/customer driven
 - Daily administration of users/customers
 - Customization and operation of the CRM Dynamics customer portal, including contact and co-responsible for external suppliers/supporters work
 - Establishing FAQ database for troubleshooting and support solutions on the CRM Dynamics Portal
 - Documentation
- Technical responsible for NPS customer surveys

Moreover:

- Responsible for planning and coordinating holiday replacement (responsible for the hotline calendar)
- Responsible for technical training of students and interns in the IT support function
- Daily and weekly reporting to management, measured on KPIs. Through MS Power BI

Results: Build up the service desk function, with a complete overview of case quantities, processing times, service requests, incidents etc.

Very high customer satisfaction - measured daily

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2009-2015 SEGES (Knowledge Centre for Agriculture)

Position: IT Consultant

Responsibilities: Daily support and operation of SEGES and Danish Agriculture & Food Council's 1,500 users. Including telephone systems, booking- and Adobe-software. The tasks were coordinated through the Incident- and Problem-Management process software 'ServiceNow'.

Responsibility included:

Support of:

- Clients - Windows and Apple OS
- Mobile clients – Android, iOS og Windows Phone
- Lync/Skype
- Buanco - canteen system
- Video conference – Cisco and Polycom
- Telephone system – Avaya
- Appointment scheduling software – Concierge
- Purchase, configuration and setup of hardware and software
- Software roll-out via SCCM
- Multi functional printer

Moreover:

- Coordinating Concierge operations, support and supplier contact
- Technical executive and partner for discussions regarding projects
- Documentation
- Supplier contact
- Education
- Participation in conferences, lectures etc.

Results: Jointly responsible for building up the service desk, so it is today driven by ITIL principles. It has a high customer satisfaction.

Streamlined multiple processes. Among others purchase of software, appointment scheduling software and internal telephone systems.

2006-2009 TDC Services A/S

Position: Process Operation Manager (Operations Coordinator - 2007-2009)

Responsibilities: 24-hour surveillance of business intelligence, ERP, telecommunications traffic and money flow-systems.

Monitoring, troubleshooting and project participant on bug fix releases, release participant (test, documentation, information) through HP Service Manager, coordinated through the Incident and Problem Management ITIL Process.

Monitoring schedule, coordination and prioritization of tasks. Both internally in the group and between the different teams.

Results: Incorporated a process in the team around day surveillance, debugging, and releases through the ITIL process.

2004-2006 TDC Totalløsninger, Business department

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Position: Sales assistant

Responsibility: Sales to inbound business customers by phone, take care of complaints from customers.

Results: High sales rate, positive response to complaint handling.

2000-2004 TDC Totalløsninger, Private department

Position: Sales assistant

Responsibility: Sales to inbound private customers by phone, take care of complaints from customers.

Results: High sales rate, positive response to complaint handling.

1998-2000 Louis Poulsen

Position: Employed at the warehouse.

Responsibility: Picking and packing goods for shops, throughout the country.

EDUCATION

- 2000-2002, Århus Technical College, IT Technologist
- 1996, Odense Technical College, Multimedia – 1st semester
- 1992, Finished high school level

COURSES AND SIMILAR

- 2016, Skillshouse, Customization and Configuration in Microsoft Dynamics CRM 2016 (80729)
- 2016, Firebrand, Microsoft Dynamics CRM 2016 Sales (MB2-713)
- 2011, SEGES, Project Management, part 1
- 2007, Oracle, Oracle 10g SQL
- 2007, TDC, ITIL Foundation
- 2000-2008, TDC, different company specific courses
- 2006, SuperUsers, UNIX Basic course – SU-100

PRIVATE

- Married to Lone
- Have two children, Frida and Freya, 6 and 11 years old
- Have been travelling in more than 40 countries. Among them, 2 months in Thailand and 1 month in USA (2 times), Egypt, India, Pakistan and China
- Speak, read and write English
- Understands Swedish and Norwegian
- Spare time is used on geocaching, travelling, IT, concerts, Belgium beer, voluntary work for Film i skoven-film festival, First LEGO League, The Danish Muscular Dystrophy Foundation and 4H's cooking schools for children.