



 [linkedin.com/in/ritchiebongers](https://www.linkedin.com/in/ritchiebongers)
 facebook.com/ritchie.bongers.7

RITCHIE BONGERS

STUDENT

ABOUT ME

A highly motivated third year Business Studies Student on his way to a Bachelor Degree. My studies have given me a strong foundation in various areas, including insight into Human Resources, Statistics and Management principles. Two years of experience at the IT Service Desk has enabled me to develop strong customer service, communication and teamwork skills.

MY SKILLS



Date of birth

12 June 1999

Address

Valderenstraat 53
6163 GC, Geleen

Phone Number

+31 6 28606001

Mail

ritchiebongers@icloud .com

Drivers License

A & B

WORK EXPERIENCE

- **IT SERVICESDESK** / *KPN - Maastricht*
2020 to date
KPN is a leading supplier of telecommunications and IT and market leader in the Netherlands. I work part time 20 hours a week doing: First point of contact for customers and responsible for providing professional solutions for IT related support requests.
- **LIFEGUARD** / *De Haamen - Beek*
2018 to 2020
Active as Life Guard, cashier, catering & sports hall management.
- **INTERN BI MANAGEMENT** / *Sitech Services - Geleen*
2017 to 2018
Been active as an intern during a migration from Windows 7 to Windows 10 and performed various IT tasks.
Writing computer instructions, IT support on location and creating/analysing data.

EDUCATION

- **BUSINESS STUDIES** / *Zuyd University of Applied Sciences*
2020 to date
Favorite fields of study: Management, Business procesmanagement, Business economics and Finance
- **HBO-ICT** / *Fontys University of Applied Sciences*
2018 to 2019
- **EXPERT IT-SYSTEMS AND DEVICES** / *ROC Leeuwenborgh*
2015 to 2018

COURSES & TRAINING

- Professional Scrum Master I
- Microsoft Office Excel 2016 Specialist

INTEREST

