

Contact

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www.linkedin.com/in/regel
(LinkedIn)
www.regel.dk (Personal)
www.gmob.dk (Company)

Top Skills

ITIL
Software Documentation
Integration

Languages

German (Elementary)
English (Full Professional)
French (Elementary)

Jesper Regel

NemID Support Guru / Documentation Wizard / Skilled Technical Analyst / Creative Mind / Aarhus

Summary

Senior Consultant at CGI.

Team Coordinator of 2ndlevel supportdesk ensuring delivery of SLA and technical lead on issues carried through ITIL helpdesk system, directing and managing tasks carried forward to a 3rdline or business responsible at customer end. Erfa meetings with NemID representatives and taskforce in relationship with developing and maintaining daily stability and systemwide monitoring services.

Developing user guides, workflows and documentation at an End User Helpdesk providing support for major clients, including NemID & CGI Servicedesk. Creating and administering internal procedures and workprocesses within a sharepoint enviroment.

Ba.Inf degree in informationstechnology studies at Aarhus University.

Courses/certifications:

CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures

ITIL® 2011 Edition Foundation

JavaScript Essentials: Basic Browser Interaction

EU General Data Protection Regulation

IP technology course N1

Experience

CGI

10 years 2 months

Senior Consultant

January 2019 - Present (1 year 9 months)

Århus Area, Denmark

Technical Responsible Consultant

August 2010 - Present (10 years 2 months)

Århus Area, Denmark

Project Management and support for several CGI clients handling the following primary tasks:

Writing internal documents, guides and knowledgebase articles. Solving technical and administrative problems carried through an ITIL process delivery via a Remedy Helpdesk system, mainly with support issues related to certificates from the danish digital signature public issuer. Understanding of several techniques for solving related problems with PKI and certificate and the integration of these in all major IT environments. A number of unique skills acquired, related to troubleshooting and solving complex issues on different OS systems and browsers.

Handling most complaints from costumers and users of the NemID platform, commercial and private. Administration of sharepoint 2013 & 2016 knowledgemanagement workflow and documentation database. Assisting legal departments in handling internal procedures concerning new EU regulations for storing data on individuals, GDPR.

Managing, coordinating and supervising a technical support team of 2-5 temporary and full-time employees. Distributing tasks and rotating profiles to ensure effectiveness and SLA delivery, to the main client. Optimizing procedures and handling complaints in a ITIL servicecenter environment in addition to above mentioned skills and earlier experiences or administrative assignments.

Notably these standards and skills:

Key pair generation tools & digital signature processes

Smartcard Technologies

PKI Technologies (X.509)

Product optimization

ITIL processes

Understanding of Hardware Security Modules (HSM)

Understanding of Applied Cryptography

Solving & documenting Java & certificate related compatability problems in all available OS formats

Exchanging information (ERFA) on solutions with large organisations and public sector

Sharepoint 2013/16 administration, development & management

GDPR (16 General Data Protection Regulation)

gmob.dk
Creative Director
2015 - 2015 (less than a year)
creative director

Multihouse A/S
It Consultant
August 2009 - April 2010 (9 months)

IT Support consultant - installation, configuration and remote/onsite customer support of broad spectrum of IT infrastructure.

TDC
Project consultant & part time support
January 2001 - July 2009 (8 years 7 months)

Project coordination with development of internal procedures, workflows, guides and process development for technical helpdesk at TDC commercial support unit. Including 2 years spent on development, design and maintenance of internal intranet for same department inside TDC Erhverv. Furthermore development of certain written documentation for online portal at tdc.dk.

Aarhus University
Ba. Inf. - Bachelor Informations Studies
September 2003 - August 2007 (4 years)

Information Studies is an interdisciplinary subject that combines historical and social research with science, design and computer science subject areas. You become familiar with disciplines as different as programming, communication theory, design processes, technology history and organisational analysis. You can study anything from computer games to artificial intelligence, from 3D design to technology history, from creative industries economy to opinion polls, from system development to simulator development and from interactive learning to inactive consumer decisions.

NetDoktor A/S
System Integration Analyst
October 2000 - July 2001 (10 months)
Copenhagen

Handling all software and hardware related equipment and managing a helpdesk with 200+ users.

Future Electronics

Support Analyst

January 1999 - September 2000 (1 year 9 months)

Helpdesk work and related It support & major rollout of infrastructure to 7 different departments all over Europe.

Education

Aarhus Universitet

BA, Informationstechnology · (2003 - 2006)

Risskov Amtsgymnasium

high school, Language · (1993 - 1997)