Michael Green

✉ **greenmail84@gmail.com**   📱 **+45 60 10 30 40**   📍 **Ålsgårde, Denmark**   🎖 **29/05/1984**

Passionate about IT and technology since 1997, with experience in operating systems (Windows, Linux, macOS), network setups, and virtualization. Dedicated, responsible, and focused on seamless functionality and continuous learning.

I have held board positions where I have done voluntary work managing websites and handling administrative tasks. Married with two children and foster parent to two more. I prioritize family and creating a supportive home.

Professional Experience

2022-2024
Copenhagen, Denmark

IT Support Specialist, Mercell

- Internal IT Support of 450 internal employees across 8 countries.
- Installations, configurations, and maintenance of Windows and Mac laptops, phones and tablets.
- Maintaining of documentation of internal configurations and processes for Confluence knowledge base.
- Administration and maintenance of our core IT applications of Okta, Google Workspace, Atlassian (Jira and Confluence) and Microsoft Azure environments.
- Meeting room AV maintenance
- On and off-boarding of our employees both locally and remote
- Sole responsible for IT support in Denmark for Copenhagen, Odense and Vejle locations.
- IT projects such as Okta integrations and maintenance, Network Infrastructure upgrades and installations and IT ticketing workflow integrations through Jira.
- Liaison for local Telecom providers, Internet Service Providers, IT Service Providers.
- Hardware procurement across multiple suppliers

2020-2022
Lyngby, Denmark
Elsinore, Denmark

Student, Data and Communications Program, TEC & Jumbo Computer ApS

- Completed the IT Supporter program with a final exam grade of 12 (highest grade). Student position at Jumbo Computer ApS throughout the program where I was assigned tasks ranging from PC building, first- and second level support to private clients and consulting for larger businesses.

| 2010-2020 | **Warehouse and Logistics Employee, Løgstrup Steel** |
| Kvistgård, Denmark | |

- Responsible for the department of the Vestas customer.
- Development of logistic systems and packaging methods to optimize and streamline warehouse and shipping processes.
- Procurement, planning, shipping, forecasting, invoicing, and order processing.

Skills

• Operating system experience: Windows (user and server oriented), MacOS and Linux distributions • Software management • Hardware procurement • Hardware dis-/ assembly, maintenance and upgrades • Firmware and software updates • Administration of application landscape • Experienced in both Microsoft and Google oriented environments • Office 365 experience • Troubleshooting and problem resolution • Excel VBA scripting • PowerShell scripting • Familiar with IOT devices, smart-home and applications • User training • Knowledge of Intune, Entra ID, SharePoint, Virtualization, backup and recovery, Microsoft Dynamics C5 • Ability to learn new technologies, platforms and systems quickly

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Languages

| **Danish - Fluent** | **English - Fluent** | **Norwegian – A2** | **Swedish – A2** |

Interests

| **Family** | **Travel** | **Home improvement** | **DIY** |

References

Mark Gilchrist, *Manager*, Mercell A/S
[E-mail and phone number omitted due to the publicly available nature of this webpage]

Johan Rasmussen, *Manager*, ZetaDisplay B.V.
(formerly Mercell A/S where we worked together 2022-2024)
[E-mail and phone number omitted due to the publicly available nature of this webpage]

Henrik Bjerregaard, *CEO*, Jumbo Computer ApS
[E-mail and phone number omitted due to the publicly available nature of this webpage]