

William de Bouter

IT & Cloud System Administrator

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Rotterdam, Zuid Holland, Netherlands

IT & Cloud System Administrator with experience in cloud services, security, and collaboration platforms. Known for streamlining operations, solving technical issues, and keeping systems secure and up to date through effective management. Eager to learn new technologies and leverage AI tools to boost productivity and deliver better results.

WORK EXPERIENCE

CLIQ Digital - Amsterdam, North Holland, Netherlands | 3+ years - Present

- **IT & Cloud System Administrator**

Permanent

Apr 2025 - Present

- **System Administrator**

Full time

Apr 2024 - Mar 2025

- **Junior Sytem Administrator**

Full time

Apr 2022 - Mar 2024

SKILLS

- **Microsoft 365**

- **Domain Management** – adding and verifying domains in Microsoft 365, configuring DNS records, and ensuring integration with Exchange, SharePoint, and Teams.
- **License Management** – assigning, reusing, upgrading, and downgrading licenses to optimize costs and ensure proper user access.
- **Exchange Online** – mailbox management, distribution groups, and performing email trace for message delivery diagnostics.
- **SharePoint Online** – site creation, permissions management, document collaboration setup, and site cleanup to maintain storage and organized environments.
- **Teams Administration** – configuring policies, whitelisting trusted domains, and controlling guest and external access to enhance security and compliance.
- **Microsoft Defender** – security threat monitoring, email filtering (including IP/domain whitelisting and blacklisting), managing anti-malware file extensions sent via email, and configuring admin notifications.
- **Entra ID (Azure AD)** – user and group management, MFA enabling/enforcement, registering applications, and managing API IDs and secrets.
- **Intune Administration** – retrieving bitlocker recovery keys for managed devices and cleaning up user device limits.

- **Atlassian**

- **User and Access Management** – organizing user permissions, managing access rights across Jira, Confluence, and Opsgenie, including customizing board and space settings and controlling access levels.
- **License Management** – assigning, reusing, and optimizing licenses in Jira, Confluence, and Opsgenie to control costs and maintain proper access levels.
- **Automation in Jira** – creating custom automation rules to streamline workflows, notifications, and issue transitions.
- **Bulk Operations** – performing bulk changes for efficient updates to projects, issues, and content.
- **Board Management** – creating and converting between team-managed and company-managed boards in Jira to align with evolving project requirements.
- **Migration** – migrating tickets between Jira projects and moving/structuring spaces in Confluence for better organization.

- **Amazon Web Services (AWS)**

- **Identity and Access Management (IAM)** – creating and managing users, groups, roles, and permissions, as well as enabling or resetting MFA to ensure secure access control.
- **Amazon Route 53** – purchasing domains, configuring DNS records, and managing name server (NS) changes to transfer domains to Cloudflare for DNS management.
- **Amazon EC2** – launching and configuring instances in different AWS regions with different operating systems, assigning Elastic IP addresses, upgrading instance types, configuring security groups, and expanding or upgrading storage volumes.
- **AWS Amplify** – deploying and managing applications, including connecting domains and integrating with GitHub repositories for automated code deployment on each commit.
- **Amazon S3** – creating and managing buckets, setting access policies, and providing secure external or internal access for non-technical users via Cyberduck or other FTP clients.
- **Amazon EventBridge** – setting up scheduled rules with cron expressions to start or shut down EC2 instances at specific times, using labels or instances ID to target specific EC2 instances via AWS Lambda.
- **AWS Lambda** – creating Lambda functions to start or stop scheduled EC2 instances, filtering by tag or instance ID in Python scripts, and monitoring execution logs via CloudWatch Log Groups.
- **Amazon VPC** – managing security groups and assigning static Elastic IP addresses to EC2 instances to retain public IPs after reboot.
- **Amazon WorkSpaces** – provisioning and managing virtual desktop environments across different AWS regions.
- **AWS CloudWatch** – monitoring logs, metrics, and events for AWS services, including tracking Lambda execution logs with filters for tags or instance IDs to identify specific workflows or resources.
- **AWS CloudTrail** – monitoring and reviewing activity logs for security investigations, compliance reporting, and tracking changes to AWS resources.

- **Cloudflare**

- **Access Management** – managing user access and permissions for secure administration.
- **DNS Management** – configuring DNS records, integrating with Office 365, and connecting name servers to Cloudflare from domains purchased on platforms like AWS or GoDaddy.
- **SSL/TLS Configuration** – managing SSL/TLS settings, upgrading TLS versions, and enabling automatic HTTPS redirection from HTTP to ensure secure connections.
- **Workers & Pages** – deploying and managing serverless functions and static pages integrated with GitHub repositories.
- **Domain Cleanup** – exporting DNS records and configurations during domain cleanup or migration processes.

- **Palo Alto Networks**

- **Cortex XDR Administration** – securing all connected devices by scanning for threats, applying updates, and isolating or removing malicious software or infected files via the Endpoint Manager.

- **Cisco Networking**

- **Firmware Management** – updating firmware on Cisco switches and access points.
- **Configuration** – configuring switch ports and assigning fixed IP addresses to specific ports for consistent device connectivity.
- **Monitoring** – monitoring switches and tracking access point performance through the AP administrator IP interface to detect and resolve issues promptly.

- **GitHub**

- **Access Management** – organizing internal users and external collaborators to provide specific access to repositories or organizations.
- **Repository Management** – creating, deleting, updating repository visibility (public/private), migrating between organizations or teams, and maintaining structure and permissions.

- **Monday.com**

- **User and Access Management** – assigning and managing user permissions for specific workspaces or boards.
- **Integrations** – creating and managing integrations to sync tickets between Jira and Monday.com in either a single direction or both directions, using Jira automation as triggers.
- **Security** – connecting SSO for Office 365, controlling authentication settings, and applying IP restrictions access.

- **TeamViewer**

- **License and Access Management** – providing users with the required Premium license from the Management Console and organizing access via user groups.
- **Remote Support** – diagnosing and resolving issues for users remotely.

- **Adobe**

- **License Management** – assigning, reusing, and managing licenses for specific Adobe applications to optimize usage and cost.
- **User Access Management** – adding, removing, and managing user access to Adobe applications and services.

LANGUAGES

- English - Advanced
- Dutch - A2
- Bahasa Indonesia - Native