

Martin Gerlach

IT Supporter



+45 3048 4601



martin.gerlach.2950@gmail.com



Tobaksvejen 2c, 2860 Søborg



WORK EXPERIENCE

Sep. 2024 – *IT-supporter, MT Højgaard*

I work in the IT Support/Service Desk team at MT Højgaard's headquarters in Søborg, outside Copenhagen. The office provide support to the whole MT Højgaard organization which consist of approximately 800 employees. I handle classic IT support tasks such as:

- Responsible for setting up computers for new employees, primarily Lenovo models such as the P14s with Windows 10. Technical support is provided for all employees including troubleshooting display and audio issues in meeting rooms.
- Setting up printers at workstations.
- Handling forgotten passwords, especially after vacations or parental leave. User management in Active Directory, including adding and removing users from specific groups.
- Assisting with setting up multi-factor authentication (MFA) on phones and configuring work-related email on mobile devices. Additionally, handling various IT support tasks.
- Monitoring and maintaining IT equipment in our meeting rooms (e.g., ClickShare devices), thereby ensuring a smooth user experience during presentations and meetings.
- Setting up and troubleshooting smaller network solutions, as well as replacing, configuring, troubleshooting individual PCs.

My work is characterized by a goal-oriented and systematic approach, where I focus on identifying and implementing the most effective solutions to meet users' needs. Through active listening and clear communication, I ensure that I fully understand the challenges the users are facing. This allows me to offer tailored solutions that not only solve the problems but also enhance the users' overall work experience. I am passionate about helping employees and strive to create positive experiences for those I support.

Oct. 2022 – Sep. 2024 *IT-Supporter trainee, MT Højgaard*

Gained experience in solving technical issues and providing dedicated support and guidance to employees at MT Højgaard Holding, as well as experience with smaller network solutions and troubleshooting. Support was provided in-person,

through drop-in support, via Teams, and over the phone. I handled tasks as described above.

Oct. 2021

IT Support Intern, Lyngby-Taarbæk Municipality

I completed a two-week internship as an IT Supporter at Lyngby-Taarbæk Municipality. During my time in this office, I observed many aspects of support work within a municipal setting. For example, I participated in the rollout of new PCs and listened in on support calls. I took part in a range of interesting and educational tasks, which provided me with valuable insight into the support role.

EDUCATION

**Sep. 2021 –
Sep. 2024**

IT Supporter, Data and Communications Program, TEC Ballerup, DK

I completed the 3-year Data and Communications program with a specialization in IT support at TEC Ballerup. The program consists of three subject modules: Networking, Operating Systems, and Programming, along with core subjects such as Danish, English, and Mathematics. My final project focused on network setup, user support, and system administration. I had an apprenticeship at MT Højgaard (see description above). Throughout the program, I actively participated in several projects, including a major project in the second main course phase, which gave me practical experience in solving technical problems and providing user support. I graduated with an average grade of 8.6.

**Aug. 2020 –
Jun. 2021**

10th Grade at the Youth School in Helsingør

I completed 10th grade with an average grade of 6.8. My core subjects were Mathematics, Danish, and English. During 10th grade, I developed a growing interest in IT, both through my studies and in my free time. I began experimenting with computers at home, including troubleshooting hardware issues, and I helped friends and family with their technical challenges. This interest inspired me to pursue an education in IT, which led me to begin the IT Supporter program at TEC.

**Aug. 2019-
Jun 2020**

9th Grade at Faaborgegnens Efterskole

I completed 9th grade with an average grade of 5.8. At the school, I selected the IT-media track. We explored various topics within the IT world in depth. For example, we took a photography course using a Canon 800D camera. Additional, I joined subjects as Street Basketball and Media Studies.

**Aug. 2010-
Jun 2019**

0-8th Grade at Vedbæk School

At Vedbæk School, I gained a solid basic foundation and developed important skills such as collaboration and communication through group work and projects. I actively participated in school activities and have always been curious to learn new things, which has strengthened my problem-solving abilities.

Personal Profile

I grew up in Vedbæk with my parents, who are divorced but they have always lived close to each other. I have an older brother and a younger sister, and my family means a lot to me. I've always loved sports and have practiced judo and played handball for many years. I still play handball for AB, Bagsværd. I have a healthy

lifestyle and do not smoke.

As a person, I am positive and focused on solving problems. I value honesty, respect, and hard work. I am fluent in both spoken and written Danish and English. I have a strong connection to the USA, as I lived in Philadelphia during the first year of my life, and we still have friends there. I have a minor congenital disability (mild hemiplegic cerebral palsy), but it does not affect my ability to work, and I have a completely normal life. I currently live in a dormitory in Søborg, but I am ready to move somewhere else for a new job.