

# Manuel Cipagauta

## Junior IT Support / IT Administration / PC Repair

Klundert, Netherlands | contact@manuelshomelab.com | manuelshomelab.com | LinkedIn: manuel-cipagauta

### PROFILE

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Motivated junior IT professional with hands-on experience in volunteer IT support, SharePoint and Power Automate administration, media-device troubleshooting, PC repair, and network documentation. Certified in CompTIA A+, Google IT Support, and Microsoft 365 Fundamentals (MS-900); preparing for CompTIA Network+ and ITIL. Experience with Windows Server 2022, Active Directory, DHCP/DNS, pfSense, Proxmox, Microsoft 365, SharePoint, Power Automate, BrightSign, and AI-assisted workflow support.

### TECHNICAL SKILLS

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**Technical:** Windows Server 2022, Debian/Linux, macOS, Active Directory, Group Policy, DHCP, DNS, VLANs, pfSense, Proxmox, VMware, Hyper-V, PowerShell, Bash, Microsoft 365, SharePoint, Power Automate, Excel-VBA, Google Apps Script, SAP ERP, BrightSign, basic PC repair, hardware diagnostics, and network documentation.

**Additional:** Cloudflare hosting, website content/workflow structuring, AI tools for workflow automation and testing support (ChatGPT, Gemini, Codex, ElevenLabs).

**Languages:** Spanish (native) • English (fluent) • Dutch (A2/B1, improving).

**Strengths:** calm, accurate, service-minded, documentation-focused, and practical in troubleshooting.

### RELEVANT EXPERIENCE

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#### Volunteer Junior IT Support & Administration - Nationaal Vlasserij-Suikermuseum

Klundert, Netherlands | Dec 2025 - Present

- Support IT, digital, and media tasks including Ethernet cabling, patching, documentation, network mapping, and device inventory.
- Assist with BrightSign troubleshooting and repairs to Antenna International visitor audio devices, including cleaning battery acid damage, replacing a matching 8-ohm speaker, and improving playback settings.
- Supported multilingual tour-content ideas with ElevenLabs and created a website test/prototype to help visualize structure while final development was handled by another person.

#### Volunteer Junior IT Administrator | SharePoint & Power Automate - Weverijmuseum

Geldrop, Netherlands | Mar 2026 - Present

- Support a SharePoint-based volunteer information environment with an intake list, internal list, and public guide list.
- Built and improved Power Automate cloud flows to find, create, and update users by email or ID, automate photo handling, and keep list data synchronized.
- Helped structure a practical, privacy-conscious setup where internal details remain protected while basic volunteer information is shared appropriately.

#### Volunteer IT Support / PC Repair Technician - PC Repair Shop | BeterProjecten Tilburg

Tilburg, Netherlands | Mar 2026 - Present

- Support PC repair, Windows installation, system setup, storage wiping, and technical troubleshooting.
- Test hardware and software, verify systems after repair, and help identify likely causes of technical issues.
- Assist with basic networking work, including crimping and checking camera-system cables and troubleshooting cases where direct connection or cable extension is required.

#### IT Lab, Website & Automation Projects (self-directed)

Klundert, Netherlands | 2025 - Present

- Built and documented a homelab with Dell servers, Windows Server 2022, Active Directory, DHCP/DNS, pfSense, VLANs, and Proxmox; manage a personal website/portfolio and use AI tools for workflows, testing, and support.

#### Allround Warehouse & Inventory Worker (via Tempo-Team) - Samsung Electronics

Breda, Netherlands | Sep 2017 - Present (part-time)

- Support colleagues with SAP ERP questions, data discrepancies, and operational issues; improve workflows with Excel-VBA and structured documentation; support ICT equipment during audits and inventory checks.

### CERTIFICATIONS & EDUCATION

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- Microsoft 365 Fundamentals (MS-900) - Microsoft Learn (2026)
- CompTIA A+ - DutchTrain (2025)
- Google IT Support Professional Certificate - Coursera (2024)
- In progress: CompTIA Network+ and ITIL
- Dutch language coursework - module at B1 level (not a full B1 certificate).