

I've spent 17 years fixing tech problems for people, from the repair desk and the Genius Bar to global IT teams. Now I build the tools, AI included, that stop those problems from coming back: kiosks, onboarding, knowledge bases and dashboards that are secure, tested and approved under strict corporate rules.

EXPERIENCE

Dec 2025 – now	System Administrator Adyen, Amsterdam - Day-to-day IT support, mostly on site: tickets, onboarding new joiners, laptop migrations, hardware and accounts, and everything else that comes with the job. - Manage the systems behind it, including Okta, Jamf, Google Workspace and LDAP. - Much of our repetitive work is automated, which frees time for projects that automate the rest. Mine so far: - Onboarding Portal: laptop setup with short video steps and live progress for admins. Onboarding went from over two hours to under one, for 50–100 new joiners a month; an Onboarding Guide on the joiner's phone covers the first steps in every office. - Service Desk Kiosk in 10 offices: a ticket in three taps, assigned automatically. Every accessory and desk visit is now logged, so management sees how busy each office is. - NATO Reader, a local password-spelling tool for the ~30-person IT Support team; now building Pulse, one search box for IT Support.
Sep 2024 – Dec 2025	Application Engineer KPMG, Amstelveen - Owned a business-critical document system for 6,500+ colleagues: application support, testing changes, running updates. - Launched an IT knowledge base: 30% fewer tickets. ServiceNow automation, change and release governance, SQL audits.
Nov 2022 – Sep 2024	IT Support Technician Booking.com, Amsterdam - Supported 20,000 colleagues, mostly Mac: up to 400 a day on site and 100 tickets a day. - Set up global CSAT surveys for a 130-person IT team, built SLA dashboards for leadership and cut onboarding presentation time by 45%.
Jun 2020 – Nov 2022	Technical Expert, Genius Bar Apple, Amsterdam Up to 120 appointments per hour on the floor, diagnosis in 7–15 minutes, iOS repairs; mentored colleagues into Technical Expert roles.
Dec 2017 – Jun 2020	Technical Specialist, Genius Bar Apple, Amsterdam Highest NPS and longest 5-star streak since the opening of the busiest Apple Store in the Netherlands; +60% Today at Apple sign-ups.
May 2009 – Nov 2017	Sales Advisor, then Lead Technical Department iCentre / Amac, Amstelveen Started as a school intern, became top sales advisor, then set up and ran the store's technical department and service desk.

CERTIFICATES

ITIL v4 Foundation · PeopleCert · 2023
Jamf Pro Associate (JAMF100) · Jamf · 2023
Apple Certified iOS Technician · Apple · 2020
Apple Certified Support Professional · Apple · 2016

EDUCATION

Web Engineer, Media Design · College of MultiMedia · 2010–2011
VMBO-T · Amstelveen College · 2007–2010

PROJECTS

Seven projects with working demos at titusdebruijn.nl.

SKILLS

Building tools with AI · web development · Bash · SQL
Jamf · Intune · SCCM · Okta · Active Directory / Entra ID · LDAP · CyberArk
Google Workspace · Microsoft 365 · macOS · Windows · iOS
ServiceNow · Jira · Zammad · ITSM / ITIL