

Ramon van Oorschot

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SUMMARY

Results-driven IT Manager with over 3 years' experience supporting luxury hospitality operations. Skilled in managing property management systems (PMS), point-of-sale (POS), WiFi, and guest-facing technologies to ensure seamless hotel operations and exceptional guest experiences. Demonstrated ability to improve IT support efficiency, reduce downtime, and lead staff training initiatives. Strong focus on cybersecurity, IT governance, and leveraging technology to elevate hospitality standards in world-class environments.

PROFESSIONAL EXPERIENCE

IT Manager

Van der Valk Hotel Maastricht (via ARP) — May 2022 – Present

- Managed IT systems and daily hotel technology operations across all departments.
- Enhanced user support processes, reducing response times by 30% and increasing guest satisfaction.
- Troubleshoot and resolved hardware, software, and network issues, improving system uptime by 20%.
- Led installation and configuration of IT equipment, including guest-facing technology, Wi-Fi, and telephony systems.
- Ensured compliance with IT governance, data security, and cybersecurity protocols.
- Provided ongoing IT support and training to hotel staff, increasing operational efficiency.
- Promoted sustainable and energy-efficient IT practices within daily operations.

Software Engineer

GradeMatch — May 2021 – May 2022

- Developed and maintained custom software for property management and retail clients.
- Collaborated with internal teams on IT support, troubleshooting, and application development.
- Implemented cybersecurity measures to safeguard sensitive client data.
- Delivered user support and technical training, streamlining workflows and collaboration.
- Supported the implementation of video conferencing and remote learning platforms.

Operator (Student Job)

Travel Inn, Maastricht — April 2015 – April 2018

- Assisted with catering logistics for international airlines, ensuring timely and accurate service.
- Performed effectively in a high-pressure environment requiring teamwork and attention to detail.
- Maintained high standards of grooming and service discipline in line with airline expectations.

SKILLS

Technical Skills:

- Property Management Systems (PMS)
- Networks, Wi-Fi & Telephony
- Incident Management & Troubleshooting
- Guest-Facing Technology Support
- Cybersecurity & Data Protection
- Microsoft Power BI, Excel, PowerPoint
- Jira (Project Management)
- Basic Blockchain & Smart Contracts (Solidity)

Professional Skills:

- User Support & Training
- IT Governance
- Project Coordination - Process Improvement

Languages:

- Dutch: Native
- English: Fluent
- German: Good working knowledge

EDUCATION & CERTIFICATIONS

- Bachelor's Degree in IT & Management
- Project Management Professional (PMP), PMI