

PAUL HELDER

Esports manager

DETAILS

ADDRESS

Maarsse
Nederland

PHONE

0031611868270

EMAIL

pauldanielhelderr@gmail.com

DATE / PLACE OF BIRTH

11-11-1985
Amsterdam

NATIONALITY

Nederlands

LINKS

[PREVIOUS TEAM twitter](#)

[PREVIOUS TEAM instagram](#)

[PERSONAL instagram](#)

[PERSONAL twitter](#)

SKILLS

Communication Skills



Social media expertise



Community Networking



PROFILE

Enthusiastic and experienced esports manager eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of all departments in the industry. Motivated to learn, grow and excel.

With +10 years of experience in esports, I have an excellent reputation for resolving problems and improving customer satisfaction.

EMPLOYMENT HISTORY

CEO, 4Elements esports

Amsterdam

Nov 2018 — May 2021

- Prepared a variety of written cross-department communications, reports and documents to ensure smooth operations.
- Developed and implemented performance improvement strategies and plans to promote continuous growth.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Evaluated existing plans, processes and events to identify opportunities for improvement.
- Oversaw preparation and management of event budgets to deliver at or below projected costs.
- Managed a team of +20 employees; overseeing hiring, training, and professional growth of employees.
- Exceeded goals through effective task prioritization and great work ethic.
- Created plans and communicated deadlines to ensure projects were completed on time.
- Proved successful working within a fast-paced atmosphere.
- Used critical thinking to break down problems, evaluate solutions and make tough decisions.
- Led projects and analyzed data to identify opportunities for the company.
- Developed marketing content such as videos, promotional materials and advertisements for social media.
- Increased customer engagement through social media.
- Devised strategies and roadmaps to support brand vision and value to business.

business finances, budgets and P&L

Project Management

Organization and Time management

Planning and Coordination

Critical Thinking

Event Management

Data management

Good listening skills

Working with GDPR guidelines

HOBBIES

Family, Fitness, Football.

LANGUAGES

Dutch

English

- Identified target market and key segments through in-depth analysis of markets and related trends.
- Curated and segmented editorial content to increase engagement and channel growth on the social-media accounts
- Handled day-to-day running of 4Elements, ensuring high levels of productivity and progression.
- Maintained energy and enthusiasm in a fast-paced environment.
- Used Microsoft software and tools to create documents and other communications.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Worked flexible hours; night, weekend, and holiday shifts.

IT Security Specialist, addall IT services

utrecht

Jan 2010 — Present

- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Maintained and monitored server room, wireless network and other server infrastructure, keeping systems running effectively and efficiently.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
- Patched software and installed new versions to eliminate security problems and protect data.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
- Configured hardware, devices and software to set up work stations for employees.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Helped streamline repair processes and update procedures for support action consistency.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Conducted security assessments and made recommendations for disaster recovery, remote access, network appliances, servers and directory services security.
- Provided detailed technical documentation, including network diagrams, process flow charts and procedural guidelines.
- Monitored network capacity and performance, as well as diagnosed and resolved complex network problems.

- Administered and prepared programs for IP addresses, developed network resources and trained support personnel to provide Tier I support to end users.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

May 2021 — May 2021

EDUCATION

International Hospitality Business, Hogeschool TIO

Utrecht

May 2007 — May 2009

Bachelor's in International Hospitality Business

REFERENCES

References available upon request

COURSES

Licensed AZ-104: Microsoft Azure Administrator., Firebrand

Jan 2019 — May 2019

Licensed AZ-900: Microsoft Azure Fundamentals., Firebrand

Jun 2019 — Oct 2019

Certification of electronic identification and trust services (eIDAS), Firebrand

Nov 2019 — Jan 2020

Personal trainer level 4 certification, AALO

Jan 2017 — Dec 2017

EXTRA-CURRICULAR ACTIVITIES

CEO & Chairman, 4Elements esports

Amsterdam

Nov 2018 — May 2021

- Supervised team of +20 staff members.
- Made 4Elements the biggest esports organisation in the benelux within 3 years.

Event British Army & 4Elements, Ayozat

Amsterdam

Mar 2021 — Mar 2021

Organized and coordinated this weekend-long event.

Was in charge of all production across the 3 esports titles.