Arnaud Lhoest



IT Systems & Infrastructure

Windows Server, VMware vSphere, Microsoft Entra ID, PowerShell, Wazuh SIEM, SentinelOne EDR

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PROFILE

IT professional with **3.5+ years at Trasis**, a radiopharmaceutical equipment manufacturer (**GxP-regulated**), formally split **50/50 between IT Support and IT Infrastructure** since September 2025. Runs a multi-site VMware environment and a 658-endpoint fleet, and has delivered identity and security projects end to end: **Entra ID SSO, Windows Hello for Business, Wazuh detections and EDR log centralization**. Legal studies background applied to IT risk analysis.

PROFESSIONAL EXPERIENCE

Trasis, Ans (Liège), Belgium · *radiopharmaceutical equipment manufacturer, GxP environment* — Feb 2023 - Present

IT Support Officer (Support & Infrastructure) formal 50/50 split — Sep 2025 - Present

IT Support Officer — Oct 2024 - Aug 2025

- Administer a **multi-site VMware vSphere** environment (**62 VMs, 4 ESXi hosts, 2 sites** in Belgium and France) and a **658-endpoint fleet** via ManageEngine Endpoint Central, with PowerShell automation (Win32 API / P/Invoke) and server patch remediation.
- **Eliminated shared local admin credentials across 658 endpoints**: replaced the shared account with named, AD group-based admin rights (SID-based PowerShell via Endpoint Central) and built custom **Wazuh detections** for built-in Administrator use and admin-group changes.
- **Independently designed and delivered Windows Hello for Business (passwordless sign-in) for 124 users**: built the deployment through Endpoint Central in the absence of Intune, wrote the onboarding documentation and trained the support team.
- Centralized **SentinelOne EDR** logs into **Wazuh SIEM** via syslog over TLS (NXLog on Windows Server 2022, internal PKI certificate).
- **Standardized ~80 endpoints on Chrome and Edge** by removing non-corporate browsers to shrink the attack surface, and ran **2 KnowBe4 phishing simulation campaigns** with follow-up awareness training.
- Led the IT integration of a **Docebo LMS rollout (~430 employees)**: **SAML 2.0 SSO with Microsoft Entra ID**, Cloudflare DNS, SPF/DKIM, ISO 27005-style risk analyses and scoping of the MasterControl eQMS integration.
- Run day-to-day identity and security operations: SaaS SSO onboarding and SAML certificate renewals (Autodesk, GitHub Enterprise), SentinelOne alert triage, Entra ID risky-user detections and SPF/DKIM/DMARC issues.
- Author **end-user knowledge base articles in Freshservice** and **technical procedures on Confluence** for the IT team, including the Windows VM decommissioning runbook.
- **Resolved 3,100+ tickets since 2023** (92% within SLA, ~25-min median first response) for 400+ employees; managed user access for the group-wide **Odoo ERP** rollout (230+ requests) and the Avalara integration for the US subsidiary, with the partner.

Infrastructure IT Intern — Feb 2023 - Sep 2024

- Took part in server deployment, virtualization, network, backup and monitoring projects; handled ~500 tickets in 2023, three-quarters of them infrastructure.

CORE SKILLS

Systems & Virtualization: VMware vSphere (vCenter, ESXi), Windows Server 2022, Active Directory, Microsoft 365, Exchange (Online & on-prem), Veeam, PRTG

Identity & Security: Microsoft Entra ID, SAML 2.0 SSO, Windows Hello for Business, Wazuh SIEM, SentinelOne EDR, KnowBe4, FortiGate, NXLog, PKI, SPF/DKIM/DMARC

Endpoint & Automation: ManageEngine Endpoint Central, PowerShell (incl. Win32 API / P/Invoke), Bash, patch management

ITSM & Governance: ITIL 4, Freshservice (ITSM, CMDB), Confluence, ISO 27005-style risk analysis, GxP environment

Networking & Linux: TCP/IP, DNS, DHCP, VLAN, VPN, Cloudflare DNS, Proxmox VE, LXC, Docker, Linux

PERSONAL INFRASTRUCTURE LAB

Self-hosted **Proxmox VE** server (LXC and Docker): Nginx Proxy Manager with TLS, WireGuard remote access, Pi-hole DNS filtering, and **n8n automation pipelines** chaining REST APIs with an LLM step.

EDUCATION

IT Infrastructure Administrator (Coordination & Management level), IFAPME Liège-Huy-Verviers — 2022 - 2024

Business Computing studies (Bachelor programme), HELMo, Liège — 2020 - 2022

Law studies (Bachelor of Laws programme), University of Liège — 2018 - 2020

CERTIFICATIONS, LANGUAGES & INTERESTS

Certifications: ITIL 4 Foundation (2023) · Scripting with PowerShell, U2U (2026)

Languages: French (native) · English (B2+; Cefora professional-level course, 2026) · Spanish (limited working proficiency)

Interests: Cooking, travel and discovery, home server projects