Engineer Support

Portfolio

Engineering services, with examples of delivered work.

Engineer ApS was registered in 2025. Most of the work shown here was delivered before that by our founder inside client teams; some has been delivered by the company itself, and some since in employment. The same hands and the same standards — we say which is which rather than blurring it.

Find experience worth applying

Use this record to find experience that is relevant to your project.

Explore our services Get in touch →

Read the decisions behind the record

The entries describe delivered work across services. Read a review to see the situation and decisions behind it.

Cases Get in touch →

Browse by category

CLOUD, INFRASTRUCTURE & DEVOPS

Cloud · Infrastructure · Linux & Servers · System Administration · Networking & VPN · Monitoring & Observability · Reliability & Backups · Security

CONSULTING & LEADERSHIP

Team Leadership · Mentoring & Coaching · Project Management · Product & Requirements · Stakeholder & Reporting

Everything below **was delivered** — not proposed, not planned.

Each entry names what the work changed and links the services it demonstrates.

What we offer What it costs →

{ IT Support & Hardware }

IT Support & Helpdesk

Everyday computer help

The laptop, the printer, the login and the mailbox, sorted quickly and in plain language, without anyone feeling foolish.

Diagnosed and repaired laptop hardware

Diagnosed and repaired laptop hardware — screens, hinges, keyboards, trackpads, motherboards and power — and resolved software issues across Linux, Windows and Mac.

Recovered data from SD cards, HDDs, SSDs and RAID

Performed data recovery across a wide range of media — SD cards, HDDs, SSDs, RAID arrays, external drives and Mac systems.

Ran 24/7 support for ~1,000 IPTV/OTT servers

Provided round-the-clock 24/7 infrastructure support for an IPTV/OTT streaming platform, administering ~1,000 servers plus client-owned systems for global customers in China, the US and Germany.

Managed 4,000 computer repairs

Managed 4,000 computer repairs, ensuring rapid and effective resolution of hardware and software issues.

Configured and deployed 1,000 Wi-Fi routers

Configured and deployed 1,000 Wi-Fi routers, improving network accessibility and performance for clients.

Managed a team delivering IT support

Managed a team delivering IT support, data recovery, and hardware repair services to over 1,000 clients, ensuring high-quality service.

Established a Technical Support department

Established a Technical Support department, servicing over 10,000 clients with IT support and troubleshooting solutions, tracking client requests in a CRM.

{ IT Support & Hardware }

Hardware Repair & Data Recovery

Rescuing files from a dead machine

Repairing what is worth repairing, and getting the photographs, invoices or drawings off a disk that has stopped working.

This service is part of work listed elsewhere on this page:

Diagnosed and repaired laptop hardware · Recovered data from SD cards, HDDs, SSDs and RAID · Managed 4,000 computer repairs · Managed a team delivering IT support

Compare your starting point

Choose a comparable piece of work and identify what differs in your own situation.

See what it costs Get in touch →

Discuss a relevant approach

Ask us to turn the relevant experience into an approach you can evaluate.

Explore our services

welcome@engineer.company +45 50 10 61 84 Copenhagen, Denmark

Take this page with you

Contact card

Carefully Crafted With Love by D.

CVR 45969703 · Tagensvej 105C, 3. th, 2200 København N

Copyright © 2025 – present · Engineer ApS · All rights reserved.

Printed from https://support.engineer.company/portfolio/