|  |  |
| --- | --- |
|  | AndrewAndrew.336366@2freemail.com  |
|  |  |
|  | Personal informationDate of Birth: 12 February 1973Current Age: 43 YearsHealth: ExcellentDriver’s License: EB (Former Code 08)Criminal Offences: NONE EducationForest High school - 1991InstitutionSouth African Defense Force - 1991 – 1992QualificationsMCSA, MCSE 2003, MCITP, MCTS70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional 70-290 [Managing and Maintaining a Microsoft Windows Server 2003 Environment](product.aspx?vid=5&cid=MCSE&tid=19&pid=1249)70-291 [Managing and Maintaining a Windows Server 2003 Network Infrastructure](http://www.measureup.com/catalog/product.aspx?vid=5&cid=MCSE&tid=19&pid=1235)70-293 [Planning, Implementing, and Maintaining a Microsoft Windows Server 2003](http://www.measureup.com/catalog/product.aspx?vid=5&cid=MCSE&tid=19&pid=1253) Network Infrastructure70-294 [Planning, Implementing, and Maintaining a Windows Server 2003 Active](http://www.measureup.com/catalog/product.aspx?vid=5&cid=MCSE&tid=19&pid=1255) Directory Infrastructure70-620 [TS: Microsoft Windows Vista, Configuring](product.aspx?vid=5&cid=MCITP&tid=101&pid=1910)70-623 [Pro: Microsoft Desktop Support - CONSUMER](product.aspx?vid=5&cid=MCITP&tid=101&pid=2010)70-284 [Implementing and Managing Microsoft Exchange Server 2003](http://www.measureup.com/catalog/product.aspx?vid=5&cid=MCSE&tid=19&pid=1320)70-297 [Designing](http://www.measureup.com/catalog/product.aspx?vid=5&cid=MCSE&tid=19&pid=1320) a Microsoft Windows Server 2003 Active Directory70-649 TS:Upgrading MCSE on Windows Server 2003 to Windows Server 2008Rohlig-Grindrod - Abdulah Khan +27 82 940 6871Senior Remote Support Engineer | E.O.H3 October 2013 – 30 March 2016My daily duties included remotely and telephonically supporting users for both Desktop and server related problems. We used various applications but our main remote support application is Kaseya. I received employee of the month award twice already since starting with the company and was assigned as the lead support engineer for the VIP users. In January 2014 I became acting team leader, and was responsible for workload management, SLA management, people management, conflict management and all escalations. My team consisted of 14 day-time engineers performing remote support and 8 shift working engineers performing 24x7 monitoring for network and communication lines. In October 2014 I moved to the Rohlig Grindrod client site as an onsite support engineer and supported around 500 users remotely and locally. Additional to my other remote support duties, I had to support the users’ CITRIX environment, including user management, troubleshooting and supporting profiles. We used MIMECAST as a mail backup solution and I was responsible for the general management of this, as well as user management in LOTUS NOTES. I was also responsible for backup schedules, management, troubleshooting and reporting.In June 2015 I moved to the Server support team. My duties includes Active Directory support, Exchange support, and remote user support for a variety of server hosted applications. Over the last 4 months, I have consistently received the recognition for the engineer with the highest number of resolved calls.Onsite Support Engineer | Network I.T.29 June 2009 – 30 September 2013I was an onsite support engineer for Amorphous New Media and roaming field support engineer for associated companies, supporting a mixture of servers including Windows Server 2003, 2008 and 2012, Windows Web Server 2008 and Exchange server 2007 /2010. I was responsible for general server hardware and software management, AD user management, exchange support as well as backup and restore management. I was also responsible for general client services support for Windows and apple MAC devices. I was also responsible for management of the site access control user lists. VPN was considered a critical service and I was responsible for its daily management and support. Remote assistance to users by using Kaseya agent. Project managing upgrades of user systems to Windows 8. Level 2 Support Engineer | EDS SA26 March 2008 – 15 June 2009I started in the Backup and Restore Team and was responsible for backup schedules, reporting, troubleshooting and restores. Most servers were located in remote sites, all hardware troubleshooting had to be done remotely, with only access to on-site hands and eyes technicians.Moved to Wintel Team level 2 support team in May 2008 as a SPoC (Single point of contact). My responsibilities included Ticket management and reviews, Handling escalations, enforcing ticket handling processes with the team. Remote support for Dell and HP servers. Server operating systems support (Microsoft windows server 2000 and 2003). File and print management, Active directory user management. Desktop Support Engineer | Integr8 I.T.September 2006 – March 2008Support engineer for **Gold Fields Corporate Office**. Onsite Server Management, Backup schedule management, reporting and troubleshooting. Active Directory User management. Desktop support for ± 300 users (includes Microsoft office, windows XP and Vista) Configuration of printers. Setting up and configuring new PC’s and laptops for new users. File and Print management for users on site. Setting up of VPN connections for Mobile users. Telephonic support for mobile users (National and International). Handling Procurement Issues. Ordering of new Computer equipment for Gold Fields. Ordering of 3G cards and Black Berry’s for VIP users, Managing Invoices for new hardware purchased. Setup and Configuring Black Berry Users. Configuring ADSL Routers for Gold Fields Home Users. Assisting with user device backups. Assisting Directors with all their home computer issues.Owner | A Friend of Mine I.T.2002 – 2006Computer Sales, Repairs, Upgrades. Networking and Basic Wireless Networking. ADSL Installations and Internet Configurations. Front line Customer Service, Stock Control and Shop Management Manager | Computer Chronics2000 – 2002I started as a technician and was promoted to workshop supervisor in my first three months. I was then made Branch manager for the new store at Westgate shopping center. Computer Sales, Repairs, Upgrades, Assemblies. Software installation and configuration. Stock Control and ordering of stock. Client Liaison , Banking work experience prior to 2000Workshop Supervisor | Enhanced Systems |1998 – 2000Junior Technician | Sagen Computers | 1995 – 1997Junior Technician | Compuwise | 1993 – 1994Soft Skills* Ability to work under pressure.
* Good client facing people skills
* Good Time management
* Workload management
* SLA management
* Troubleshooting and resolving issues involving multiple systems
 |
|  |  |