CAREER OBJECTIVE

***An IT support specialist with extensive experience in user support both onsite and remote support. Top class user and customer assistance and technical support, with the ability to manage a large number of users effectively. Recognised consistently for excellent technical trouble shooting skills and the ability to resolve challenging issues rapidly while providing excellent client service. OVER ten years’ experience IN, the field of managing clients, SERVICE LEVEL AGREEMENTS (SLA) and OPERATIONS LEVEL AGREEMENTS (OLA). all IT user related and environmental operations, workstations, laptops, BYOD DEVICES.***

SKILLS

* Network Assurance (Routine maintenance), System Administration and Management.
* User Account Management and Administration (Active directory, Microsoft Exchange & SCCM)
* Software and Hardware troubleshooting, Technical Support, Onsite and remotely.
* Troubleshoot on Windows 95, NT 4, 98, ME, 2000 Pro, XP, MS Vista, and Windows 7, 8.1,10.
* End User support on Various Tier1 Linux desktops/laptops | End User support on iOS (Apple) devices.
* Troubleshoot and maintenance of Windows Server Operating Systems, 2003, 2008, 2012 and Apple Mac iOS.
* Active Directory: User account maintenance, Security permissions, Network Shares.
* Mimecast User administration.
* MS Package Office 2003, 2010, 2013, 2016, Multimedia applications, Remote admin software(VNC, Radmin, Dameware,SCCM, MS RDP, Teamviewer, Bomgar, Kaseya, LogmeIn) Symantec Back-up Exec
* Kaseya - Maintenance and Monitoring
* Design of training manuals required and carrying out of training with user group.
* Office 365 user administration
* Microsoft Exchange (On-Premise) user account management
* SCCM User desktop/laptop deployments

PROFESSIONAL EXPERIENCE

**(EUC) End User Computing Engineer Dec 2016 – Current |**

**Junior Network Engineer (Apr 2016–Nov 2016) | Desktop Engineer (L2) (Aug 2015–Nov 2015) | Customer Support Engineer (Feb 2015–Mar 2015)**

**Dimension Data (Cape Town, SA)**

**Recent Highlights:**

* Appointed as acting Team Lead in absence of current team lead and excelling at the opportunity.

**Key Responsibilities:**

* Ensure assigned infrastructure at the client site is configured, installed, tested and operational.
* Take responsibility for ensuring that the software is installed and configured according to client requirements.
* Liaise with all stakeholders including client IT environments, vendors, carriers and Dimension Data colleagues to expedite diagnosis of errors and problems and to identify a resolution. Escalate issues to third party vendors if necessary.
* Responsible for advanced fault-finding, repair and configuration on all workstations, laptop’s, desktops and mobile devices.
* Administer and maintain Microsoft operating system and standard agreed applications - Setup, Fault Finding and Support
* Administer and maintain standard application software (Setup, Fault Finding and Support)
* Provide hardware troubleshooting / fault finding on IT infrastructure, like servers, switches, desktop telephones (Cisco), projectors and VC end points.
* Basic network fault finding and troubleshooting, knowledge of TCP/IP, DHCP and DNS. Wireless LAN – (configure and support customer configuration)
* Maintain site backups, site procedure, work instructions and how-to’s
* Ensure ISO requirements met and MEA ITS policy and procedures are adhered too.
* Investigate second line support calls assigned and identify the root cause of incidents and requests.
* Responsible for producing breach and other reports that are necessary for the correct operation of processes. They identify failures and shortcomings in the current processes and escalate with recommendations.

**L1 – Customer Support Engineer, May 2014 – Nov 2014**

**SpaceAge Technologies (Cape Town, SA)**

**Highlights:**

* Regularly awarded recognition for the speed and efficiency at which tickets were resolved and for exceeding all ticketing targets.

**Key Responsibilities:**

* Enforce safety regulations, security control and corporate governance.
* Adhere to security control and regulations.
* Assist preparing Technical reports, work-instructions and other documentation.
* Network Assurance (Routine maintenance on Microsoft Server Operating Systems)
* Backup Management.
* Third Party, Vendor Liaison.
* Remote Access quality assurance.
* Remote Management of SLA client Antivirus and threat management.
* Advanced Hardware and Software Configuration.
* LAN Setup, configuration and Management.
* Fault finding and troubleshooting.
* General Network (LAN) support and implementation.
* Printer user management, setup, configure and troubleshooting.
* Phone and tablet setups and configure. Apple, Blackberry and Android.

**Support Engineer, June 2011– Feb 2014**

**Network Alliance (Cape Town, SA)**

**Highlights:**

* Distinction award received at company award ceremony 2011 “Recognising a high level of technical expertise, client satisfaction and commitment”

**Key Responsibilities:**

* Sole Technical Representative for the Western Cape. Provide **onsite and remote support to SLA and adhoc clients**. Travel as and when needed.
* Responsible for advanced fault-finding, repair and configuration on all workstations, laptop’s, desktops and mobile devices.
* Administer and maintain Microsoft operating system and standard agreed applications - Setup, Fault Finding and Support.
* Administer and maintain standard application software - Setup, Fault Finding and Support.
* Troubleshooting, technical problem identification and solving.
* Manage day-to-day operational client relations.
* Manage and maintain OLA’s and SLA’s. Contribute ideas and use initiative to improve systems.
* Enforce safety regulations and corporate governance.
* Adhere to security control and regulations.
* Assist preparing Technical reports, work-instructions and other documentation.
* Advanced Hardware and Software Configuration.
* LAN Setup, configuration and Management.
* Fault finding and troubleshooting.
* General Network (LAN) support and implementation.
* Printer user management, setup, configure and troubleshooting.
* Phone and tablet setups and configure. Apple, Blackberry and Android.

PREVIOUS ASSIGNMENTS

* **July 2009 – Apr 2010 (10 Months):** Support Engineer, Eclipse Networks, Cape Town, South A
* **Aug 2008 – Apr 2009(9 Months):** Support Engineer to UK Clients (Call Center), HomeIT, Cape Town, SA
* **May 2007– Nov 2007 (6 Months):** Customer Service Consultant/It Support, Lionshare Financial Services, Cape Town, SA
* **Apr 2005 – May 2006 (1 year 1 month):** IT support Technician, Compusys, East London, SA

EDUCATION

* **MCSA Windows 8**, module complete

Configuring Windows 70-687 | Managing and Maintaining Windows 70-688

* **Security+,** New Horizons Computer Learning Centre, Cape Town, 2011
* **Linux+,** New Horizons Computer Learning Centre, Cape Town, 2011
* **Web Design,** Zabeel Institute, Dubai, 2008
* **A+ & N+** - Intec College, Pretoria, South Africa, 2001
* **Nylstroom High School, Nylstroom,** High School Matriculation (Dec 1999)

PROFESSIONAL DEVELOPMENT

* 2014: Caring Customer Relationships, Copperline Training and Support Services, SA – Certificate,
* 2013: Watchguard Firewall, Internal training at Network, SA
* 2016: SCCM training on End-user deployments/ rebuilds on user computers, Dimension Data, SA
* 2016: Training onsite End-User technical support team on troubleshooting and client services for NAC roll-out.
* 2016: Internal Dimension Data’s ITSM ticket logging system
* 2016: NAC deployment technical onsite support. (Shoprite , Old Mutual Wealth)
* **Microsoft Tech preview membership,** TechNet Early access (Fast ring user for Windows 10)
* 2017: Bluecoat Firewall implementation onsite support (Old Mutual Wealth)

PERSONAL INFORMATION

* Citizenship: South Africa
* Date of Birth: 15/06/1981
* Marital Status: Married
* Driving License: Yes
* Hobbies and Interests: Outdoors, Golf, Action Cricket, Technology, Science and Space
* Language: Fluent in English and Afrikaans