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Position Applied For:

IT Technician

Candidate Name:

Michael Uys

MPC Consultant Name:

Colleen Stevenson

MPC Consultant's Contact Details:

(021) 552 8048

Date Referred:

01 September 2016

Personal Details

Surname :

Uys

First Names :

Michael

Nationality :

South African

Language Proficiencies :

English,

EE/AA Status :

White, Male

Availability :

30 Days

Current Salary :

R14 000pm

Expected Salary :

R18 000pm

Career Summary

Company

Position

Duration

BT Global Services

Help Desk Advisor

Jan 2014 - Current

Acnode: cc

IT Technician/ Remote Support/ Onsite Support

Apr 2012 - Dec 2012

Academic History

Qualification :

Matric

Date Completed :

2007

Institution :

HS Brackenfell /Intec College

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Additional Training

INSTITUTION:■■■Dynamix .Learning Solution■■■■

COURSE:■■■■MCITP (Active directory)

Duration:

2009

COURSE COMPLETED:■MCTS/MCP/N+/A+

Studying - Cisco CCNA

Skills

Excellent communicator

Diligent and hard worker

Excellent interpersonal skill, co-operative, patient and supportive

Capable of the sustained effort necessary to take a project from conception to completion

Self-motivated; able to set effective priorities to achieve immediate and long term goals

Highly adaptable and comfortable with unconventional settings and situations

Organized and effective; enjoy developing and implementing new ideas, techniques and the creative process as a whole

Adapt at sizing up situations, analyzing facts and developing alternative courses of action

Detail and quality orientated

High degree of initiative and able to work independently or part of a team

Adapt easily to new concepts and responsibilities

Michael Uys
Resumé of Career to Date
Company Name :
BT Global Services
Type of Industry :
Telecommunications
Period of Employment :
January 2014 - Current
Position :
Help Desk Advisor (1st Line Data and Voice)
Duties :

Service assurance encompassing the following:

Fault and event management
Performance management
Probe monitoring
Quality of service (QoS) management
Network and service testing
Network traffic management
Customer experience management
Service level agreement (SLA) monitoring
Trouble ticket management
Logging call with Remedy AR System
Help desk support to clients via telephone and team viewer
Knowledge of IP networks, routing, switching and firewalls
Monitor system performance
Training clients on how to use the BT products
Cisco Call Manager Configuration
Conference Call
Avaya CCPE Support experience
Thorough understanding of MPLS performance in respect of Availability, Packet Loss, Latency and jitter.
Microsoft Windows server knowledge including Active Directory
Thorough understanding of Service Level Agreements regarding network performance for customers.
Thorough understanding of Mean Time to Repair analysis against customer Service level Agreements.
Provable experience managing and leading teleconferences with customers and suppliers regarding Service queries.
Experience meeting stringent deadlines for resolving Incidents.

Duties & Responsibilities

Proactively monitor/manage Network Monitoring Systems alerts.
Ticket logging and managing incidents.
Incident Escalation internally and with vendors.
Analyse Incident Trends and create and manage problem tickets.
Provide High Quality Feedback to Customers and Suppliers during incident life cycle.
Update customers and suppliers proactively hourly during incidents.
Update Internal Systems during incident life cycle.
Secure Reason for Outage from supplier when incident is resolved and update ticket status.
Ensure all CMC policies and procedures are adhered to.
Conduct daily back up tape changes and update on status.
Video conferencing

Compile and Release a Shift Handover.
Ensuring that the network infrastructure is up and running.
Cirix experience

Reason for Leaving :
Contract role, looking for stability

January 2013 - December 2013: Travelling and looking for a new job

Company Name :
Acnode: cc
Type of Industry :
IT
Period of Employment :
Apr 2012 - Dec 2012
Position :
IT Technician/ Remote Support/ Onsite Support
Duties :

Server maintenances
Pc setups
Call outs
Cloud email support
Cable jobs
Printer problems
Network problems
Hardware Problems

Reason for Leaving :
Retrenched

MPC Recruitment Group | [Insert Consultant's Name Here]
[Insert Position Applied For Here] | [Insert Applicant's Name Here]
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■Candidate Name ■|■Michael Uys
■MPC Consultant Name ■| ■Nwabisa Nkwinti (021) 552 8048