Position Applied For:
Assurance Bridge Coordinator
Candidate Name:
Chad Douglas
MPC Consultant Name:
Nwabisa Nkwinti
MPC Consultant's Contact Details:
(021) 552 8048
Date Referred:
25 August 2016

Personal Details
Surname :
Douglas
First Names :
Chad Justin
Nationality :
South African
Language Proficiencies :
English,
EE/AA Status :
Male
Availability :
Immediate
Last Salary :
R9000
Expected Salary :
R13 500

Career Summary
Company
Position
Duration
Datacentrix
Support Engineer
June 2013 - March 2016
The Foschini Retail Group Pty Ltd
Service Desk Agent
March 2011 - June 2013
Vodacom
Data Agent
June 2009 - October 2010

Academic History
Qualification :
Certified Ethical Hacking ECC959530, Computer and Information Systems Security/I
nformation Assurance (Obtained 98%)
Date Completed :
2011
Institution :
New Horizons Computer Learning Centre

Qualification :
Grade 12
Date Completed :

2007
Institution :
Fairbairn College

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Computer Skills
Programs/Systems :
Computer Security
Computer Networking
Security
Operating Systems
Troubleshooting
Customer Service
Technical Support
CEH
Windows Server
System Administration
Antivirus
Network Administration
Computer Security
Routers
Microsoft Certified
Professional Security+
Windows 7
Windows
Wireless Security
Malware Analysis
CompTIA A+ Certification
CompTIA N+ Certification
CompTIA Security
Group Policies
Laptops
Wireless Networking
Vulnerability Scanning

Chad Douglas
Resumé of Career to Date
Company Nama:
Datacentrix
Period of Employment :
June 2013 – March 2016
Position :
Support Engineer
Duties :

Virgin Active - Assisted with making sure all clubs technical issues were seen to within the agreed SLA. Basic troubleshooting was required.
Protea Hotels - Monitor backups and troubleshooting if any backups failed. Managed servers and done preventative maintenance once a month.
Bon Hotels - Basic troubleshooting on email or desktop issues before assigning to field engineers.
Clicks - Assisted stores with network/server issues. Troubleshooting on all store devices and hardware. I would assist with certain things in AD and dispatching software to stores or head office users.
Pearsons - Prepping of laptops for head office users.
Hotel Verde - senior support engineer: Technical support for all network related calls.
Pernod Ricard - Senior support engineer: Managing all mobile devices and assisting desktop support.
Engen HO - Senior support engineer
Reason for Leaving
Looking for a more challenging and interesting role

Company Name :
The Foschini Retail Group Pty Ltd
Period of Employment :
          March 2011 - June 2013
Position :
          Service Desk Agent
Duties :

Technical Support for all TFG stores and escalating to relevant teams when needed.
Reason for Leaving :
■Searching for more hands on work

November 2010 – February 2011: Studying & looking for a job

Company Name :
Vodacom
Period of Employment :
June 2009 – October 2010
Position :
Data Agent
Duties :

Technical support on all smart phones, tablets and computers including setting up of networks.
Reason for Leaving :
Outsourced the department

 PAGE   * MERGEFORMAT 2
■Candidate Name ■|■Chad Douglas XE
■MPC Consultant Name ■| ■Nwabisa Nkwinti (021) 552 8048