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Position Applied For:

Candidate Name:
Rainer John Dolinschek
MPC Consultant Name:
Nwabisa Nkwinti
MPC Consultant's Contact Details:
(021) 552 8048
Date Referred:
09 September 2016

Personal Details
Surname :
Dolinschek
First Names :
Rainer John
Nationality :
South African
Language Proficiencies :
English,
EE/AA Status :
White, Male
Availability :
30 days
Current Salary :
R16 000
Expected Salary :
R18 000 - R20 000

Career Summary
Company
Position
Duration
British Telecoms
1st line/ 2nd line/ Shift Lead
August 2012 - Current
AV2 Systems
IT Support Technician
April 2010 - August 2012
Syntell Pty Ltd
IT Helpdesk Administrator and Call Centre Agent
January 2008 - January 2010
Academic History
Qualification :
Web Development (Certificate)
Date Completed :
2008
Institution :
New Horizons Computer Learning Centre

Qualification :
Matric
Date Completed :
2006
Institution :

Damelin



Computer Skills

Programs/Systems :

Upgrading and installing computer software
Upgrading and installing computer hardware
Advanced troubleshooting skills - Hardware and Software
Extensive knowledge on Microsoft products and Operating Systems
Extensive knowledge and design on various internet protocols
Advanced knowledge of communication protocols and networking solutions

Rainer John Dolinschek

Resumé of Career to Date

Company Name :

British Telecoms

Type of Industry :

ICT and Telecommunications

Period of Employment :

August 2012 - Current

Position :

1st line, 2nd line and Shift Lead

Duties :

Basic level technical investigations of Routing and Switching

Equipment diagnostics and 1st line checks with Customer

1st line customer facing telephonic support.

Legacy and Cisco IPT Support and troubleshooting

WAN & LAN Switch Monitoring & Administration

Functional Mailbox Management

Higher level technical investigations of Routing and Switching

Deeper equipment diagnostics

Equipment replacement and configurations

Liaising and managing 3rd Line Support

Loop testing and complex investigations

High utilization / slow response troubleshooting

Small adds and changes

Monitoring of tickets and taking the actions necessary to meet service targets

Managing user escalations for Incidents

Managing Incidents including:

Major Incident with a priority of "Critical" or "High", client facing

Priority 1 (Critical) and Priority 2 (High)

Ensuring all Agents on Shift are performing 1st / 2nd line tasks

Ensuring all proactive monitoring is performed on shift.

Initiation of Issue Process for Issues identified by Incident Management

Reason for Leaving :

Contract position

Company Name :
AV2 Systems
Type of Industry :
Information Technology and Services
Period of Employment :
April 2010 - August 2012
Position :
IT Support Technician
Duties :

Specialized Computer Builds and Upgrades Windows installations: Backup / Virus Removal / System Updates / Reinstalling of Software
Software installations and Support: MS Office 2010 / Anti-Virus / E-Mail Setup / Adobe CS3 / Onsite Software Support
Wired & Wireless network setup and maintenance
Support: Telephonic, Internet based, Remote Desktop and onsite support
Cisco Router Installations: Rack Mounting / Basic Cisco Router Setup via Console
Printer installations and troubleshooting: Local and network printers

Reason for Leaving :
Contract ended

Company Name :
Syntell Pty Ltd
Type of Industry :
Contact Centre
Period of Employment :
January 2008 - January 2010
Position :
IT Helpdesk Administrator and Call Centre Agent
Duties :

FTP Network Monitoring & Administration
WAN Network Monitoring & Administration
VPN Network Monitoring & Administration
International Magna Network Monitoring
Customer Relationship Building
Escalation Reporting
WAN, FTP & VPN Support and Maintenance
End User Support and Training
International Connection and Access Support
Direct Client Liaison
EDI Messaging / BIS Front End

Reason for Leaving :
Contract ended

August 2007 - December 2007: Looking for a new opportunity

Company Name :
Ello Technology
Type of Industry :
ICT and Telecommunications

Period of Employment :
May 2007 - July 2007
Position :
Technical Support Technician
Duties :

Onsite Support: General PC Maintenance
(Hardware/Software) / PC Repairs and Upgrades / PC
Cleaning / Cable Management
PC Assembly
Networking Solutions: Network Installation /
Troubleshooting / Permissions
Telephone Support

Reason for Leaving :
Retrenched

Company Name :
Cosoft
Type of Industry :
Pos Solutions Provider
Period of Employment :
February 2007 - May 2007
Position :
Technical Support Technician/AURA Pos Support
Duties :

Onsite Installations
Network Troubleshooting
Telephone Support
SQL Servers: Restarting of SQL Servers / Linking
Databases to Servers
Software Support

Reason for Leaving :
Relocated to Cape Town

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

