

Chris Gates

Senior Technical Support | Security Systems Specialist

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Professional Summary

Seasoned Senior Technical Support Specialist with 9+ years of experience managing complex technical systems and leading cross-functional teams in high-pressure environments. Expertise in troubleshooting, system optimization, and client support, with a proven ability to streamline workflows and mentor teams. Passionate about continuous learning, including self-driven exploration of AI automation tools to enhance efficiency.

Core Competencies

- **Technical Troubleshooting & Incident Resolution**
- **System Configuration, Testing & Maintenance**
- **Cross-Functional Collaboration & Team Leadership**
- **Client & Stakeholder Communication**
- **Process Documentation & Quality Assurance**
- **Technical Training & Mentorship**
- **AI Automation & SaaS Tools (Self-Taught Hobbyist)**

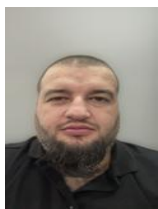
Professional Experience

Senior Technical Support Agent

Secutel Technologies | 2015 – Present

- **Technical Leadership:** Managed regional technical operations, overseeing installations, maintenance, and troubleshooting across multiple client platforms. Mentored and coordinated a team to resolve escalated issues and ensure service delivery standards.
- **System Optimization:** Conducted testing, configuration, and validation of enterprise-grade systems to ensure compliance with performance and quality benchmarks.
- **Client & Internal Support:** Addressed client queries, validated service tickets, and collaborated with cross-departmental teams to resolve technical issues promptly.





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- **Incident Management:** Streamlined escalation protocols for system faults, reducing recurring issues through root-cause analysis and proactive solutions.
- **Process Improvement:** Documented technical workflows and trained teams on new tools and protocols to enhance operational efficiency.

Education & Professional Development

- **Higher Certificate in Project Management (PMI)** – UNISA | 2018 •
Advanced Technical Support Training – Internal Corporate Program
- **Self-Led Learning:**
 - Exploring AI-driven automation tools (n8n, Power Automate) for workflow optimization.
 - Basic Python scripting for technical diagnostics (guided by AI tools).
 - **Network Security Foundations** – Study Group | 2025

Technical Proficiency

- **Systems:** Enterprise software/hardware troubleshooting, cloud-based monitoring tools
- **Tools:** Microsoft Office Suite, remote support platforms, ticketing systems
- **AI Exploration:** Prompt engineering, AI-assisted coding, SaaS development concepts

Additional Details

- **Location:** Krugersdorp, Gauteng | **Relocation:** Open
- **Notice Period:** 1 month | **Salary Expectation:** R300-350K annually •
Languages: Afrikaans (Native), English (Professional)

