

**CURRICULUM VITAE**  
**FOR**  
**RAKESH B RAMSANKER**

**PERSONAL DETAILS**

Surname:	Ramsanker
First name:	Rakesh
Date of birth:	79 – 01 – 21
Residential address:	Clare Estate
	Durban, South Africa
E-mail address:	rakeshramsanker@gmail.com
Contact number:	+27 65 999 1184
Nationality:	South African
Gender:	Male
Marital Status:	Married
Criminal Offences:	None
Health:	Excellent
Computer Literate:	Yes
Drivers License:	Yes – code 08
Own Vehicle	Yes

**EDUCATIONAL QUALIFICATIONS**

Last school attended:	Reservoir Hills Secondary
Highest standard passed:	Matric ( 10 )
Year:	1996

**FURTHER EDUCATION**

<b>Name of institution:</b>	The Zone – Rivonia
	MCSE
<b>Year Completed</b>	2000
<b>Certificate:</b>	Yes
<b>Name of institution:</b>	University Of Kwa Zulu Natal
<b>Subjects:</b>	C.B.A
<b>Course:</b>	Certification Business Administration
<b>Year:</b>	2019
<b>Certificate:</b>	Yes

**EMPLOYMENT HISTORY**

<b>COMPANY:</b>	Business Connexion / Telkom S.A
<b>Position:</b>	Senior Customer Engineer/ Team Leader – Edcon LTD / Rainbow Chicken Farms / Vector Logistics / Rcl Foods
<b>Period:</b>	Jan -2004 – Dec 2020
<b>Duties:</b>	Ensure day to day operational delivery and problem resolution – User accounts setup on AD – Setup of users on Office 365. Granting users access for various files and folders. Updates of various software and anti-virus through the country. Checking of Video Con Rooms, Skype, Teams, and Zoom
	Ensure customer satisfaction with operational delivery
	Agree measures to increase efficiency from customer perspective in collaboration with SLA's
	Management of service level agreements

	Implementing new operational processes and procedures
	Establishing and maintaining Roles and Responsibilities
	To take accountability of and responsibility for overall service delivery at a business and operational level
	To lead, drive and cultivate a culture of “service excellence” at all levels.
	Delivering regular team communications and organizing weekly / monthly meetings
	Remain within delivery management budget within financial year.
	Budget Plan for year
	Maintain and support of outline areas – where Internet Solutions is the service provider.
	High traffic Utilisation threshold – Internet Solutions Alerts
	Example - RAINBOW-cpt-worcester-wrl-mpls: Traffic Utilisation threshold breached 95.81% Working with the Fenix portal – line Utilisation.
	Support of 900 users on a daily basis, and assisting Higher management and directors with daily I.T issues.
	Creation of Windows images across South Africa – for various desktops and laptops.
	Setup of Printers on the network.
	Supporting the planning, and developments, in collaboration with relevant I.T management
	Seeking ways of adding value to existing work areas
	Maximising accuracy, productivity and space utilization
	Assisting in the recruitment, training and development of staff
	Solving disputes and complaints in a professional manner and within guidelines
	Daily Desktop and Server duties – working on Windows 2012 server
	Working with both Mac and Windows based computers.
	Setup of wireless access points.
	Working with fail over and setup of disaster recovery offices at Continuity SA Durban, during the Covid-19 breakout at Westville, This entails, laptops, Desktop and Avaya Telephones for Vector Logistics Call Centre.
	Support of Supply Chain Software, and assisting warehouse software - Sap
	Asset Management of I.T stock, together with re-distribution
<b>Reason For Exit</b>	Retrenched

## REFERENCES

<b>Name</b>	Farouk Khan
<b>Company</b>	BCX
<b>Contact No:</b>	065 999 1173

<b>Name</b>	Veane Moodley
<b>Company</b>	Rcl Group I.T
<b>Contact No:</b>	083 784 9916

<b>Name</b>	Vimal Sadapal
<b>Company</b>	Continuity Sa – I.T Manager
<b>Contact No:</b>	073 140 6172

## **Rakesh Ramsanker**

### *Cover Page*

Here is a little insight on myself, I am confident that I would be a perfect fit for a position as my experience and abilities precisely match your requirements. Without wishing to sound boastful I feel that I come to you with a background that is unique and distinctive from other applicants. I possess a strong desire to build a career within your industry and to further develop my competencies in your field. I also feel that my ability to develop business strategies for major functions and operations, coupled with my skill at articulating industry trends, benchmarks and competitor assessments, makes me an ideal candidate for this position. My core strengths include, but are not limited to the following:

- Contributing new ideas and continuous improvement to operational issues.
- Ensuring that all time is used effectively and productively.
- A desire and ability to 'get stuck in' and make a real difference.

A progressive Senior Customer Engineer [End User Support \ Team Leader] with a particular strength in driving performance and reducing inefficiencies. I am a self-motivated and focused candidate who has over fifteen years working experience. I am self-sufficient and resourceful, with a responsive, cooperative and knowledgeable approach to work as well as professional attitude to dealing with all operational issues that may arise. Even though I leads through the facilitation and empowerment of others, I am still willing to take personal responsibility for all problems under my governance. Right now, I am looking to join a leading & established company that is going through a period of growth. For additional information about my capabilities please view my attached resume. Right now, I want to work for a reputable and exciting company like yours where there will be a big stage for my talents. Therefore, I would welcome the chance of an interview, where we would be able to discuss in greater detail the value and strength I can bring to your already successful company. I thank you for your time and I look forward to hearing from you.

Yours sincerely  
Rakesh Ramsanker

### **PERSONAL ENDORSEMENT**

- Willingness to learn, improve and adapt.
- Able to take tough decisions and sustain momentum, pushing for timely action.
- Incredible drive, enthusiasm and commitment.
- Ability to communicate in a clear and effective manner.
- Having the patience to deal with multi decision maker sales processes.
- Organized, calm and never buckling under pressure.
- Having a positive 'can-do' approach towards change.