PRIVATE AND CONFIDENTIAL

INTRODUCING

(Delwin Quinn Fillis)

CURRICULUM VITAE

OF

(Delwin Quinn Fillis)

HOME ADDRESS	:	13 Drakensberg Street, Booysen Park, Port Elizabeth, 6059
NATIONALITY	:	South African
IDENTITY NUMBER	:	8811305060081
LANGUAGES	:	English, Afrikaans
MARITAL STATUS	:	Single
ETHNIC	:	Coloured
NOTICE PERIOD	:	Immediately
DRIVERS LICENCE	:	Code B
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EDUCATIONAL HISTORY

SECONDARY EDUCATION

SCHOOL	:	Sanctor High School
HIGHEST STANDARD	:	Grade 12
SUBJECTS	:	English
		Afrikaans
		Mathematics
		Science
		Biology
		Geography

COURSES/TERTIARY EDUCATION

INSTITUTION	:	Nelson Mandela Metropolitan University.
COURSE	:	Software Development
SUBJECTS	:	Development Software,System Software,Networks(Cisco),Informations Systems.
YEAR	:	2011
QUALIFICATION	:	NDIP Software Development(3rd Year to complete)

INSTITUTION	:	IT Academy South Africa
COURSE	:	A+
SUBJECTS	:	A+ Modules
YEAR	:	2018
QUALIFICATION	:	A+ Certification

INSTITUTION	:	IT Academy South Africa
COURSE	:	N+
SUBJECTS	:	N+ Modules
YEAR	:	2018
QUALIFICATION	:	N+ Certification

INSTITUTION	:	IT Academy South Africa
COURSE	:	ITIL
SUBJECTS	:	ITIL Modules
YEAR	:	2018
QUALIFICATION	:	ITIL Certification.

INSTITUTION	:	IT Academy South Africa
COURSE	:	CompTia Cloud
SUBJECTS	:	Cloud Modules
YEAR	:	2019
QUALIFICATION	:	Cloud Certification

INSTITUTION	:	IT Academy South Africa
COURSE	:	Cisco CCNA
SUBJECTS	:	CCNA Modules
YEAR	:	2019
QUALIFICATION	:	CCNA Certification

Computer Literacy

- SAP/ERP SAP

- Microsoft Office

- Windows OS XP, 7, 8, 10

- Microsoft Servers 2008,2012,2016

- Active Directory(Adding print Servers , Software allocations,Password Resets, PC allocations per department)

- Cisco Hardware (Servers, Network Phones, Conference setup)

- HP (Printers)

- Dell(Laptops, PC)

- Sharepoint Sites(Updates and maintenance)

- VPN Setup

- Lenovo (Laptop, PC)

- SQL Server 2008,2012
- Networks Configuration(Patching, Routers, Wifi, Switches, DNS, DHCP, Cabling, Server maintenance checks)

- Exchange Server

- Access Point Configuration

- Xerox Printers Configuration and maintenance(Cartridges and setup on print servers.
- Remote Support

- Hardware support

- Systems Support

- C# Programming

- Microsoft Dynamics CRM 2013, 2015

- Symantec Backup tapes

- System Centre

- SAP CRM

- Server Monitoring

- Linux

- VMWare

EMPLOYMENT HISTORY

EMPLOYER	:	Intuate Group
POSITION	:	Openpit Network Technician
PERIOD OF EMPLOYMENT	:	September 2020 – November 2020
REASON FOR LEAVING	:	Contract Ended

DUTIES :

- Support, monitor, test and troubleshoot hardware and software problems.
- Support and maintain end user requirements, including troubleshooting, account maintenance and training.
- Assist in inventory and asset management for IIT resources including software, server and workstations.
- Development of IT VISIO diagrams/drawings
- Carry out industry standard test to diagnose and resolve faults
- Explain technical solutions to non-technical staff
- Monitor and diagnose problems relating to technical area
- Active Directory
- Maximize system availability and performance through fault-tolerant configurations, efficient network and server architectures, and proactive monitoring.
- CCTV Cameras
- Networking, Mesh networks, RF networks
- Cisco / Wireless Mesh architectures
- Operate a variety of related Server, Software, LAN and WAN equipment

EMPLOYER	:	HeroTel / Igen
POSITION	:	Tier 1 Helpdesk Support Agent
PERIOD OF EMPLOYMENT	:	September 2019 – August 2020
REASON FOR LEAVING	:	Resigned

DUTIES :

- Configuration of routers and switches Mikrotik
- Configuration of routers(DLink,TPLink,TotoLink)
- Configuration of Access Points(DLink,TPLink,Ubiquiti)
- Networking and providing support for Windows and Macintosh.
- Provide support with printer setups via wifi or on network(cable).
- Network monitoring (The Dude application)
- Internet and Email setup on apple, android and windows
- Creating email accounts on Imin.
- Assist with sales (Internet Packages)
- Assist clients with support telephonically .
- Remote Support .

EMPLOYER	:	Incredible Connection
POSITION	:	IT Technician
PERIOD OF EMPLOYMENT	:	Mar 2019 – September 2019
REASON FOR LEAVING	:	Resigned

DUTIES :

- General maintenance of IT equipment.
- Understanding and navigating SAP and CRM
- Networking and providing support for Windows and Macintosh.
- Provide support with printer setups and software installation
- Routine maintenance of user hardware upgrades and software updates
- Internet and Email setup on apple, android and windows
- Provide software updates on GPS, Xbox and PS4 gaming consoles
- Co-ordination of warranty repairs with our suppliers
- Management of customer data backup and retrieval scheme
- Assist with sales of IT hardware, software and networking products
- Assist customers with support telephonically.
- Logging calls with suppliers and third party vendors

EMPLOYER : BVSA Accounting and Financial

Services.

POSITION : IT Support Engineer

PERIOD OF EMPLOYMENT

: 15 Jan - 15 April 2018

REASON FOR LEAVING : Contract Ended.

DUTIES :

- Network Support
- Desktop Support Remote Support
- System Support
- Sage Software Support
- Pastel Software Support
- Active Directory
- Windows Server 2012
- Print Server
- Microsoft Exchange(Email accounts)
- 3rd Party Vendors
- Give users access to shared drives on server.

EMPLOYER : Dimension Data

POSITION : IT System Support Consultant

PERIOD OF EMPLOYMENT

: March - April 2017

REASON FOR LEAVING : Contract Ended
DUTIES :

- Server Management (Dealer Server Monitoring).
- ERP SAP Support. SAP CRM Call Management System.
- Sharepoint (iPartner online application support.)
- Motovate application support.
- Resetting user password for VWSA systems.

| **EMPLOYER** | : | Nelson Mandela Metropolitan |
| | | University |

| **POSITION** | : | ICT Support Engineer |

PERIOD OF EMPLOYMENT

| | : | AUG 2016 - Feb 2017 |

| **REASON FOR LEAVING** | : | Contract Ended |

DUTIES:
- Receive and log calls on CRM.
- Loading computers with NMMU approved images (System Centre).
- Adding the desktop/laptops to active directory (server).
- Adding the desktop/laptops to active directory.
- Reset user password on active directory.
- Give users access to shared drives on the server.
- Connect users to printer on the print server.
- Provide support for end users PC Software, hardware and network requirements. Provide support for the computer laboratories PC software, hardware and network requirements.
- Advise users on their specific hardware and software needs.
- Move ICT related equipment and consumables between user locations.
- Advise and assist end users in the basic use of the NMMU' s internal network and standard applications.

| **EMPLOYER** | : | Bytes Management Solution |

| **POSITION** | : | Customer Service Representative |

PERIOD OF EMPLOYMENT

| | : | Feb 2015 - Nov 2015 |

| **REASON FOR LEAVING** | : | Resigned to pursue career in IT and not ATM's. |

DUTIES:

- Loading Desktop/Laptops according to client image.
- Installing hardware and software.
- Installing retail tills according to client image.
- Project installations for various accounts (Retail).
- ATM instillations and repairs.
- Printer Installations.

EMPLOYER	:	Business Connexion(Mondelez)
POSITION	:	IT Support Engineer

PERIOD OF EMPLOYMENT

	:	Jan 2014 - Feb 2015

REASON FOR LEAVING	:	Contract Ended

DUTIES:
- Loading desktop/laptops with Mondelez approved images (Windows 7).
- Adding the desktop/laptops to active directory (server).
- Publish software to users (SCCM) from active directory.
- Give users access to certain folders on the shared server drive (AD).
- Create scanning folders on the print server.
- Configuring printer (TCP/IP Port) on the printer server.
- Connecting users to server printers(TCP/IP Port).
- Configure Server on Windows Server 2008.
- Configuring PointX stations with correct printer names and IP address (SA,BOTS,SWAZ) to print labels.
- Setup users to use CRM 2013 in Microsoft Outlook.
- Configure handheld Motorola scanners for users (Logistics) – to scan labels.
- Setup users and Cisco phones on the Cisco management console (Desk phone/Softphone).
- Add/delete user on the Cibecs backup console
- Setup 3G Configure modules and 3G sim cards for laptop users.
- Setup users to use VPN with 3G connection
- Troubleshooting network related issues(WAN and LAN).
- Installation and setup of network devices(Wi-Fi,WLAN,LAN)
- Setup user printers in SAP.
- Support users with basic SAP problems.
- Replace printer toners.
- Tape backup schedules.
- Server room checks.

EMPLOYER	:	Business Connexion
POSITION	:	IT Project Administrator

PERIOD OF EMPLOYMENT

                                              :   May 2012 - Dec 2013

REASON FOR LEAVING   :   Contract Ended

DUTIES:

- Create desktops names on AD(Active Directory) server.
- Load desktop and laptops with new Mondelez images (Windows 7).
- Create laptops names on the AD(Active Directory) server.
- Catalyst project (Setup all stations) with printers and handheld scanners.
- Restore backups on new pc/laptops from Cibecs server.
- Auditing of desktops/laptops for entire plant.

EMPLOYER	:	Ford Motor Company
POSITION	:	IT Support Engineer

PERIOD OF EMPLOYMENT

                                              :   Nov 2011 - Dec 2011

REASON FOR LEAVING   :   Contract Ended

DUTIES :

- Loading desktop/laptops with Mondelez approved images (Windows 7).
- Adding the desktop/laptops to active directory (server).
- Give users access to certain folders on the shared server drive.
- Create scanning folders on the print server.
- Configuring printer (TCP/IP Port) on the printer server.
- Connecting user to server printers (TCP/IP Port).
- Setup 3G modules and 3G sim cards for laptop users.
- Replace printer toners.
- Tape backup schedules.
- Server room checks.
- Connecting user to server printers (TCP/IP Port).

References

Dimension Data : Mr. Henri Abrahams (Service Delivery Manager) 0784597861 (cell)

Business Connexion: Mrs. Samantha Paige (Service Delivery Manager) (cell) 0833272452

Mondelez (Cadbury): Mr. Ayub Kaprie (IS & Account manager) 0832685616