Calvin Govender

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Personal Info

Age: 35

Date Of Birth: 17/12/1983

Nationality: South African Citizen

Passport# : M00275804

U.S Work Auth: Yes

Drivers License: *Currently Processing*

Gender: Male

Languages: English, Dutch/Afrikaans, Mandarin (HSK3)

Place of Birth: Cape Town, South Africa

Health: Excellent/ Non-smoker

SKILLS

I'm confident, dedicated, and always eager to learn and develop new skills which allow me to complete my tasks to the highest quality.

ABOUT ME

For the past 5 years I've taken a break from the tech industry and traveled through China and Southeast Asia to teach English, and work on my freelance career and my Mandarin Chinese acquisition.

EXPERIENCE

Amazon, Gardens - Cape Town *- AIV, KINDLE & Software Download Support*

August 2011 - November 2014

- I provided digital support to AIV, Instant Downloads and Kindle devices.
- My tasks included logging tickets on CRS, and providing technical troubleshooting instructions to customers for their devices.

SpeakUp Communications, Green Point - Cape Town *- Help Desk Support*

March 2009 - July 2011

- I provided 2nd line player support for mobile and desktop software. ● This included re-creating technical faults and providing players with walk arounds/ troubleshooting feedback with SLA.

BWIN, Cape Town, Location *- Player Support*

December 2007 - January 2009

- I provided 2nd line player support for online poker rooms, mobile and desktop interfaces.
- Providing players with troubleshooting feedback with SLA, logging tickets for 3rd line support if issues were not resolved.

IT Solutions, Cape Town, *- Desktop Support (Onsite - Offsite)* April 2005 - June 2007

- My duties included:
    - Onsite and offsite support to clients.
    - Running backups and updating clients software.
    - Remote onsite helpdesk support
    - Installing new network nodes for workstations.
    - Setting up LAN and WiFi networks.
    - Maintaining clients hardware and notebooks.

EDUCATION

CTI Education Group (Computer Training Institute, Cape Town) -
Technical Cert. - Helpdesk/Network Technician
Feb 2002 - Feb 2004

- A+ Preparation (MAC/Windows)
- Network+ Preparation
- iNet+
- Administrating Linux (Security Concepts)

Shenyang North East University (Liaoning Province, China) -
Mandarin HSK
Jan 2017 - July 2018

- Mandarin Chinese Language acquisition.