Calvin Govender

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Highland, Indiana

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# Personal Info

Age: 35

Date Of Birth: 17/12/1983

Nationality: South African Citizen

Passport# : M00275804

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 would allow me to complete my tasks to the highest quality.

**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 devices.

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## 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.

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## 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.

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# **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)