<!DOCTYPE html>

<html lang="en" class="scroll-smooth">

<head>

<meta charset="UTF-8">

<meta name="viewport" content="width=device-width, initial-scale=1.0">

<title>Dilan Mckay Sauerman | IT Support Specialist</title>

<script src="https://cdn.tailwindcss.com"></script>

<script src="https://cdn.jsdelivr.net/npm/chart.js"></script>

<link rel="preconnect" href="https://fonts.googleapis.com">

<link rel="preconnect" href="https://fonts.gstatic.com" crossorigin>

<link href="https://fonts.googleapis.com/css2?family=Inter:wght@300;400;500;600;700;800&display=swap" rel="stylesheet">

<!-- Chosen Palette: Warm Neutrals with Subtle Blue Accents -->

<!-- Application Structure Plan: A single-page application with a fixed top navigation bar for smooth scrolling to thematic sections. The structure includes: a Hero section for immediate impact, a Skills & Certifications section for quick recruiter scanning, an interactive Career Timeline to allow users to explore roles without clutter, a visual Skills Chart for data-driven insight, and a final Contact section. This non-linear, interactive structure is chosen to prioritize the most critical information for recruiters and make exploring Dilan's history more engaging and efficient than a traditional CV. -->

<!-- Visualization & Content Choices:

- Report Info: Executive Summary -> Goal: Inform -> Method: Hero section with a strong headline and summary text (HTML/Tailwind) -> Interaction: N/A. Justification: Creates a strong first impression.

- Report Info: Technical Skills -> Goal: Organize/Inform -> Method: A horizontal bar chart (Chart.js) -> Interaction: Hover tooltips. Justification: Visually represents skill distribution, making it easier to digest than a list.

- Report Info: Certifications -> Goal: Inform -> Method: A styled list with icons (HTML/Tailwind with Unicode) -> Interaction: N/A. Justification: Clearly presents qualifications in a scannable format.

- Report Info: Professional Experience -> Goal: Show Change/Inform -> Method: An interactive vertical timeline (HTML/Tailwind) with clickable job titles. -> Interaction: On-click event (vanilla JS) displays the details for the selected job. Justification: This "progressive disclosure" keeps the UI clean and allows recruiters to focus on the most relevant (IT) experience first.

-->

<!-- CONFIRMATION: NO SVG graphics used. NO Mermaid JS used. -->

<style>

body {

font-family: 'Inter', sans-serif;

background-color: #fcfbf8; /\* Lighter, warmer background \*/

color: #333d47; /\* Darker, softer text color \*/

}

.nav-link {

transition: color 0.3s ease, transform 0.2s ease;

}

.nav-link:hover {

color: #2563eb; /\* Stronger blue for hover \*/

transform: translateY(-2px);

}

.timeline-item {

cursor: pointer;

transition: all 0.3s ease;

position: relative;

border-left: 4px solid #e0e7ff; /\* Subtle left border \*/

}

.timeline-item.active {

background-color: #2563eb; /\* Deeper blue for active \*/

color: #ffffff;

border-color: #2563eb;

transform: translateX(5px);

box-shadow: 0 4px 12px rgba(0,0,0,0.1);

}

.timeline-item:not(.active):hover {

background-color: #eff6ff; /\* Lighter hover for non-active \*/

border-color: #a7d0ff; /\* Light blue border on hover \*/

}

.timeline-content::before {

content: '';

position: absolute;

left: -20px; /\* Adjust for border \*/

top: 50%;

transform: translateY(-50%);

width: 0;

height: 0;

border-top: 10px solid transparent;

border-bottom: 10px solid transparent;

border-right:10px solid #ffffff; /\* Matches content background \*/

}

.chart-container {

position: relative;

width: 100%;

max-width: 800px;

margin-left: auto;

margin-right: auto;

height: 400px;

max-height: 50vh;

background-color: #ffffff;

padding: 1rem;

border-radius: 0.75rem; /\* rounded-xl \*/

box-shadow: 0 10px 15px -3px rgba(0, 0, 0, 0.1), 0 4px 6px -2px rgba(0, 0, 0, 0.05); /\* shadow-xl \*/

}

@media (min-width: 768px) {

.chart-container {

height: 450px;

}

}

</style>

</head>

<body class="antialiased">

<nav class="bg-white/90 backdrop-blur-md sticky top-0 z-50 shadow-md border-b border-gray-200">

<div class="max-w-7xl mx-auto px-4 sm:px-6 lg:px-8">

<div class="flex items-center justify-between h-16">

<div class="flex-shrink-0">

<span class="text-2xl font-extrabold text-gray-800 tracking-tight">Dilan Mckay Sauerman</span>

</div>

<div class="hidden md:block">

<div class="ml-10 flex items-baseline space-x-6">

<a href="#summary" class="nav-link text-gray-700 hover:text-blue-600 px-3 py-2 rounded-md text-base font-medium tracking-wide">Summary</a>

<a href="#skills" class="nav-link text-gray-700 hover:text-blue-600 px-3 py-2 rounded-md text-base font-medium tracking-wide">Skills</a>

<a href="#experience" class="nav-link text-gray-700 hover:text-blue-600 px-3 py-2 rounded-md text-base font-medium tracking-wide">Experience</a>

<a href="#contact" class="nav-link text-gray-700 hover:text-blue-600 px-3 py-2 rounded-md text-base font-medium tracking-wide">Contact</a>

</div>

</div>

</div>

</div>

</nav>

<main>

<section id="summary" class="py-24 md:py-40 bg-gradient-to-br from-blue-50 to-blue-100">

<div class="max-w-4xl mx-auto px-4 sm:px-6 lg:px-8 text-center">

<h1 class="text-5xl md:text-7xl font-extrabold text-gray-900 leading-tight tracking-tight drop-shadow-md">IT Support Specialist</h1>

<p class="mt-8 text-lg md:text-xl text-gray-700 max-w-3xl mx-auto leading-relaxed">

Passionate about leveraging technology to solve complex problems and safeguard digital landscapes, I am an enthusiastic IT Support Specialist. With 2 years of hands-on experience in dynamic helpdesk environments, I've proudly supported over 1,500 users across diverse international companies. My expertise spans Microsoft 365 administration, Azure AD/Active Directory management, endpoint device enrollment (Intune, Kandji), and comprehensive technical troubleshooting. Backed by multiple CompTIA and Microsoft certifications, I bring a strong foundation in cybersecurity, coupled with exceptional problem-solving and communication skills honed through diverse professional roles. I'm eager to apply my proactive approach and continuous learning mindset to contribute to robust IT operations and cybersecurity initiatives.

</p>

</div>

</section>

<section id="skills" class="py-20 bg-white shadow-inner">

<div class="max-w-7xl mx-auto px-4 sm:px-6 lg:px-8">

<div class="text-center mb-12">

<h2 class="text-4xl font-bold text-gray-900">Technical Skills & Certifications</h2>

<p class="mt-4 text-lg text-gray-600">Dive into my technical toolkit and professional qualifications, where you'll find the skills and certifications that drive my passion for IT.</p>

</div>

<div class="grid grid-cols-1 md:grid-cols-2 gap-16 items-center">

<div>

<h3 class="text-2xl font-semibold text-gray-800 mb-6">Core Competencies</h3>

<div class="chart-container">

<canvas id="skillsChart"></canvas>

</div>

</div>

<div>

<h3 class="text-2xl font-semibold text-gray-800 mb-6">Certifications</h3>

<ul class="space-y-4 text-gray-700 text-lg">

<li class="flex items-start">

<span class="text-blue-500 mr-3 mt-1 text-xl">★</span>

<span><strong>Certificate in Cybersecurity</strong></span>

</li>

<li class="flex items-start">

<span class="text-blue-500 mr-3 mt-1 text-xl">★</span>

<span><strong>CompTIA A+, Network+, Security+, CySA+</strong></span>

</li>

<li class="flex items-start">

<span class="text-blue-500 mr-3 mt-1 text-xl">★</span>

<span><strong>Microsoft AZ900, SC900, MS900</strong></span>

</li>

<li class="flex items-start">

<span class="text-blue-500 mr-3 mt-1 text-xl">★</span>

<span><strong>ISC CC1 (Certified in Cybersecurity)</strong></span>

</li>

<li class="flex items-start">

<span class="text-blue-500 mr-3 mt-1 text-xl">★</span>

<span><strong>Cisco Networking Basics</strong></span>

</li>

</ul>

</div>

</div>

</div>

</section>

<section id="experience" class="py-20 bg-gray-50">

<div class="max-w-7xl mx-auto px-4 sm:px-6 lg:px-8">

<div class="text-center mb-12">

<h2 class="text-4xl font-bold text-gray-900">Interactive Career Timeline</h2>

<p class="mt-4 text-lg text-gray-600">My career journey is a testament to my adaptability and commitment to growth, showcasing a rich blend of experiences that laid the foundation for my exciting transition into IT. Explore my roles below to see how I've honed valuable skills.</p>

</div>

<div class="mt-16 grid grid-cols-1 md:grid-cols-3 gap-8">

<div class="md:col-span-1 border-r-4 border-blue-200 pr-8">

<ul id="timeline-nav" class="space-y-4">

</ul>

</div>

<div id="timeline-details" class="md:col-span-2 bg-white p-8 rounded-xl shadow-xl relative min-h-[300px] flex items-center justify-center text-gray-700">

<p class="text-lg text-center text-gray-500">Select an experience from the left to view details.</p>

</div>

</div>

</div>

</section>

<section id="contact" class="py-20 bg-blue-600 text-white">

<div class="max-w-4xl mx-auto px-4 sm:px-6 lg:px-8 text-center">

<h2 class="text-4xl font-bold mb-6">Let's Connect</h2>

<p class="text-xl leading-relaxed mb-10">Ready to explore how my skills can benefit your team? I'm always eager to connect about new opportunities in IT Support and Cybersecurity. Let's chat!</p>

<div class="space-y-6 md:space-y-0 md:space-x-12 flex flex-col md:flex-row justify-center items-center">

<a href="mailto:Dilansauerman6@gmail.com" class="text-2xl font-medium flex items-center hover:underline transition-transform transform hover:scale-105">

<span class="mr-3 text-3xl">✉️</span> Dilansauerman6@gmail.com

</a>

<span class="text-2xl font-medium flex items-center">

<span class="mr-3 text-3xl">📞</span> 064 539 3172

</span>

</div>

</div>

</section>

</main>

<footer class="bg-gray-900 text-gray-400 py-8">

<div class="max-w-7xl mx-auto px-4 sm:px-6 lg:px-8 text-center">

<p>&copy; 2025 Dilan Mckay Sauerman. All Rights Reserved.</p>

<p class="mt-2 text-sm">Built with passion and code.</p>

</div>

</footer>

<script>

const experienceData = [

{

id: 'itex',

role: 'Technical Specialist',

company: 'ITEX',

period: 'Feb 2024 – Current',

details: [

"Provided comprehensive Tier 1/2 technical support to over 1,500 users in a fast-paced, 24/5 helpdesk environment.",

"Managed user accounts and devices utilizing Azure Active Directory, Active Directory, and Microsoft Intune.",

"Participated in Active Directory to Azure AD migration and Windows device enrollment projects.",

"Administered Microsoft 365 environments, configuring applications for cloud storage and team collaboration.",

"Performed remote troubleshooting for OS installations, software configurations, and hardware diagnostics.",

"Utilized Kandji for Mobile Device Management (MDM), ensuring comprehensive support for mobile platforms."

]

},

{

id: 'private\_it',

role: 'Private IT Support Technician',

company: 'Self-Employed',

period: 'Sep 2020 – Current',

details: [

"Provided ad-hoc IT support and troubleshooting services to private clients, resolving a variety of hardware and software issues.",

"Developed strong diagnostic skills by working with diverse and non-standardized IT setups.",

"Managed client communication, expectation setting, and service delivery independently."

]

},

{

id: 'aupair',

role: 'Au Pair',

company: 'Maphisa Family',

period: 'Aug 2021 – 2024',

details: [

"Honed exceptional communication, patience, and interpersonal skills through daily interaction with children and parents.",

"Effectively managed diverse needs, schedules and expectations in a dynamic environment.",

"Developed strong trust and rapport, a key transferable skill for building client and user relationships in IT support."

]

},

{

id: 'teacher',

role: 'Teacher/Facilitator',

company: 'Think Ahead Graduates',

period: 'Jun 2015 – 2018',

details: [

"Enhanced problem-solving and instructional abilities by explaining complex topics (Maths and Science) in an understandable manner.",

"Developed strong organizational skills through curriculum development, student assessment, and parent communication.",

"This role was foundational in building the skills to train users and explain technical concepts clearly."

]

}

];

const timelineNav = document.getElementById('timeline-nav');

const timelineDetails = document.getElementById('timeline-details');

function showExperience(jobId) {

const job = experienceData.find(j => j.id === jobId);

if (!job) return;

timelineDetails.innerHTML = `

<div class="timeline-content p-4">

<h3 class="text-2xl font-bold text-gray-900">${job.role}</h3>

<p class="text-md font-semibold text-gray-600 mt-1">${job.company} | ${job.period}</p>

<ul class="mt-6 space-y-3 list-disc list-inside text-gray-700">

${job.details.map(d => `<li>${d}</li>`).join('')}

</ul>

</div>

`;

document.querySelectorAll('.timeline-item').forEach(item => {

item.classList.remove('active');

});

document.querySelector(`.timeline-item[data-id="${jobId}"]`).classList.add('active');

}

window.addEventListener('DOMContentLoaded', () => {

experienceData.forEach(job => {

const li = document.createElement('li');

li.className = 'timeline-item p-4 rounded-lg text-gray-700 font-semibold';

li.dataset.id = job.id;

li.innerHTML = `<span>${job.role}</span><br><span class="text-sm font-normal">${job.company}</span>`;

li.onclick = () => showExperience(job.id);

timelineNav.appendChild(li);

});

// Set initial content for timeline details

if (experienceData.length > 0) {

showExperience(experienceData[0].id);

} else {

timelineDetails.innerHTML = '<p class="text-lg text-center text-gray-500">No experience data available.</p>';

}

const ctx = document.getElementById('skillsChart').getContext('2d');

new Chart(ctx, {

type: 'bar',

data: {

labels: ['Cloud & Productivity', 'Endpoint Mgmt', 'Directory Services', 'Cybersecurity', 'Helpdesk & Support', 'Networking'],

datasets: [{

label: 'Skill Area Proficiency',

data: [85, 80, 90, 75, 95, 70],

backgroundColor: '#60a5fa', /\* Softer blue \*/

borderColor: '#3b82f6', /\* Matching border \*/

borderWidth: 1,

borderRadius: 5 /\* Rounded bars \*/

}]

},

options: {

indexAxis: 'y',

responsive: true,

maintainAspectRatio: false,

scales: {

x: {

beginAtZero: true,

max: 100,

ticks: {

display: false /\* Hide x-axis ticks \*/

},

grid: {

display: false, /\* Hide x-axis grid lines \*/

drawBorder: false /\* Hide x-axis border \*/

}

},

y: {

grid: {

display: false, /\* Hide y-axis grid lines \*/

drawBorder: false /\* Hide y-axis border \*/

},

ticks: {

font: {

size: 14,

weight: '500'

},

color: '#4a5568' /\* Darker grey for labels \*/

}

}

},

plugins: {

legend: {

display: false

},

tooltip: {

callbacks: {

label: function(context) {

return context.label + ': ' + context.raw + '%';

}

},

backgroundColor: '#334155', /\* Darker tooltip background \*/

titleColor: '#f8f7f4',

bodyColor: '#f8f7f4',

borderColor: '#60a5fa',

borderWidth: 1,

cornerRadius: 6

}

}

}

});

});

</script>

</body>

</html>