

NARDU MALHERBE

E: nardum@gmail.com • M: +27 84 462 2869 • 9 Centaurus Avenue, Bloubostrand

<https://www.linkedin.com/in/nardu-malherbe-6016b615/>

TECHNICAL MANAGER

I am an experienced network monitoring and management professional with a background in technical system administration, sales, teaching, and service delivery management. I primarily work with Network Management Information Systems ranging from Network and Infrastructure technology, to Application Performance Monitoring, utilizing IT governance frameworks and standards such as COBIT, ITIL and FCAPS.

ATTRIBUTES AND SKILLS

- Always following technology trends in the user experience improvement space
 - Linux server administration skills with experience in Ansible, Git and Scripting
 - Account management, technical team management and customer engagement skills
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PROFESSIONAL EXPERIENCE

SINTREX INTEGRATION SERVICES

Technical Manager

July 2019 – present

I lead a regional services team in Sintrex IT Infrastructure managed services in projects to monitor network and datacentres using various technologies. Elements covered in the service include Routers, Switches (Cisco and Meraki), Servers (Linux and Windows) and components including Firewalls, Wireless LAN controllers and Access Points. The service offering includes full life cycle management of assets, including change management information on hardware, software and configurations, as well as asset locations, deployment status and related financial information.

Responsibilities:

- Identifying customer requirements and offering suited solutions to meet expectations in functionality and budget
- Coordinating a team of technical resources to deliver timeously on system administration, troubleshooting, reporting and ensuring clear communication to customer on progress and delivery of tasks
- Tracking of tickets and progress and arranging intervention where needed from other departments
- Assisting with planning and designing of monitoring system implementation to enable correct information is captured and customer reporting and systems reflect accurate statistics
- Leading special investigation and audit projects to identify problem areas in customer networks as a service
- Conducting performance management of team members to identify skills needing improvement or training, including technology skill sets, customer engagement and general work ethic

Achievements:

- Project managed a network audit of the South African National Railways (Transnet) to create a nationwide CMDB (Configuration Management Database) of all network infrastructure
- Conducted an audit to verify SDWAN (Software Defined Wide Area Network) readiness for a national corporate bank (TEBA Bank) to highlight risk areas and current performance degradation that would be mitigated by implementing SDWAN infrastructure

SINTREX INTEGRATION SERVICES***Skills Development Facilitator******Sept 2016 – Oct 2019***

Sintrex Integration Service have a successful internship program that aims to equip interns with the necessary skills to kick off a career as a network engineer. The internship is a full year program where participants need to maintain an “A” grade average across all academic criteria and prove in practical experience to have desirable qualities of a productive permanent employee.

These skills include basic Linux administration, network fundamentals from subnetting to routing protocols and device configuration (primarily Cisco), data analysis and reporting Excel and PowerBI. Network and application monitoring technologies with NETSCOUT applications, Sinefa, and IXIA packet broker technology.

Responsibilities:

- Interviewing and hiring of applicants
- Lecturing on all topics in the internship curriculum
- Individual Performance Management
- Administering and marking examinations
- Identifying strengths of interns to find most suitable permanent placements

Achievements:

- Upskilled 45+ interns over 3 years with above 80% permanent employment rate
- Developed Ubuntu Basics, PowerBI reporting and User IT security awareness course materials for internal online learning platform

SINTREX INTEGRATION SERVICES***Account Manager******June 2011 – Sept 2016***

I joined as the first dedicated account manager to farm existing accounts and hunt for new opportunities. To do so successfully, I acquired the necessary knowledge to accurately evaluate customer requirements and find the best suited solution and service to suit their needs within budget and a suitable project time frame.

Responsibilities:

- Customer Relations
- Corporate Communications, including collateral initiation and management
- Hunting new accounts for sales and upselling and cross selling in current customer base
- Participated in re-branding overhaul, including all CI elements as well as digital platforms
- Partner company relationship management

Achievements:

- Concluded sales for various annuity income corporate account customers
- Sold and managed special investigation engagements to several corporate customers

ALICORNIO AFRICA

Sales Representative

Mar 2007 – May 2011

Alicornio Africa, previously known as Sagent™ Technology Southern Africa, is a distributor of the Spectrum Technology Platform™ which includes Sagent Data Flow™, Data Governance Suite and other software suites, which is part of the Pitney Bowes Business Insight stable.

Responsibilities:

- Hunting new customers and farming existing accounts for upsell and cross-sell opportunities
- Assisting with creating marketing collateral in informational materials
- Attending and Networking at industry and partner events

Achievements:

- Designed, implemented and managed re-branding of company, including design and execution of CI and other marketing materials and brand tool kit. Involved management of various agencies, including initial pitch, process approval and final launch
- Designed and implemented marketing and communications strategy, policies and procedures for the company

EDUCATION

University of South Africa (UNISA)

2008

BA Psychology, part time study

REFEREES

Jurie Prinsloo

Sintrex Integration Services

Executive Services Manager

+27 84 480 7096

Sandri Hulbert

Director

Alicornio Africa

+27 82 452 4055