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Summary

I bring a comprehensive set of skills to the table. Throughout my career, I honed my abilities in technical support, administration and various leadership roles, providing a firm technical foundation. I am interested in seeking out a challenge as a Technical Writer, Senior Support Engineer or Systems Administrator. My customer service, people-centric nature, and compassion have afforded me excellent problem-solving skills. I am excited to contribute my talents and proficiency in planning toward your team efforts. As an engaging communicator with a proven track record in Technical Support and Management, my focus on building strong professional relationships has been a beneficial asset throughout my career.

Please review my work experience below for a more in-depth illustration of my work history and accomplishments. I would appreciate the opportunity to interview at your earliest convenience. Thank you for your time and consideration of my candidacy.

Experience



Operations Manager

Amazon Web Services (AWS)

May 2019 - Present (2 years 2 months +)

- Implemented process improvements based on identification of productivity or quality issues.
- Managed efficient day-to-day processing and delivery of Support in Premium Support through effective management of Graduates and Security Cloud Support Engineer teams.
- Developed, recommended and implemented strategies to improve employee work quality and speed.
- Developed and rolled-out new operational procedures which positively impacted quality and engineer performance objectives.
- Developed and led quality management systems, standards, and compliance, including SOPs, good documented
- Best practices, lean improvement programs, and enforcement of company and regulatory requirements.
- Developed corporate objectives, strategies, and goals, collaborating with department heads on establishment of quality metrics and key performance indicators (KPI), as well as strategizing with global cross-functional teams on improvement measures related to quality principles awareness, issues and corrective actions



Cloud Support Engineer II

Amazon Web Services (AWS)

Aug 2015 - May 2018 (2 years 10 months)

- Providing first line support for EC2 Linux support; Deployment Services and BigData Services
- 3rd line support and escalations for AWS enterprise customers which required advanced troubleshooting techniques and provide a custom solutions to solve their technical challenges.
- Develop and drive internal projects on a global scale to improve Premium Support tools, processes to enhance our customers technical support experience.

- Involved in the hiring of additional team members in a rapidly growing team.
- Involved in the training of new hires and running workshops to improve and maintain quality relationships with the customers



Linux Systems Administrator

One Digital Media

Oct 2013 - Jul 2015 (1 year 10 months)

- Created and implemented proactive system administration processes, including PXE Linux Server (installed fully running Linux terminal in 6 minutes) backups and network monitoring scripts.
- Carried out effective fault finding and remediation for Linux, Microsoft Server and networking problems.
- Installed, configured and maintained Linux servers, improving network reliability, and overall ICT health.
- Managed system back-ups and recovery.
- Improved network performance through effective monitoring and troubleshooting of system.
- Maximized team productivity, utilizing PowerShell to automate daily backups and system performance tasks.
- Handled incoming service desk support requests professionally and efficiently for swift, effective resolution.
- Operated and managed Linux platforms, services and associated tools.
- Conducted user training, creating user guides and training materials to ensure comprehension.



Support Engineer

Technology Systems Integration (Pty) Ltd

Apr 2011 - Sep 2013 (2 years 6 months)

- Supported CentOS based edge servers that acted as a firewall, router and email gateway.
- In depth Linux Support and advanced networking support with exposure to Cisco networks.
- Responded to problems with excellent troubleshooting abilities.
- Utilized strong decision-making and problem-solving skills.
- Scheduled daily tasks based on immediacy and importance.
- Worked well independently and on a team to solve problems.
- Served as a friendly, hardworking, and punctual employee.
- Worked to solve complex problems using the latest in Security, Open Source, Mobile, and Web Technologies.



Director Technical Support

ComputAssist Group

Nov 2002 - Apr 2011 (8 years 6 months)

- Facilitated service desk operations, applying best practice methods.
- Coordinated and managed daily work activities of 10 ICT Help Desk Staff.
- Implemented a technical training system and developed technical training documentation, improving troubleshooting efficiency to improve issue resolution turn around times.
- Handled escalated customer queries and disputes, finding swift resolutions to maintain excellent customer relations.
- Ensured smooth service desk operations, acting as a facilitator between the customer and other support departments.
- Prepared weekly performance reports for senior management, consistently monitoring KPIs.

- Managed new customer on-boarding processes including installation and training to maintain exceptional first impressions.



Call Center Operations Manager

ComputAssist Group

Feb 2007 - Sep 2008 (1 year 8 months)

- Increased employee satisfaction by helping individuals during difficult calls and promptly following up on internal issues.
- Increased positive customer service reviews through implementing customer feedback initiatives, designing and providing customer service training.
- Hired trained and developed 11 employees to become talented, hardworking and proactive call center agents.
- Developed strategic staff schedules to facilitate optimal coverage.
- Trained and managed a team of 4 Call Center support staff.
- Dealt with complex complaints and angry customers professionally and politely, resolving issues with effective solutions.
- Monitored individual performance, providing coaching and training opportunities to struggling team members, improving customer service and colleague satisfaction.



Field Support Engineer

ComputAssist Group

Oct 2003 - Jan 2007 (3 years 4 months)

- Scheduled service calls according to customer location and urgency of need.
- Investigated and troubleshot Pharmacy and Point of Sale software issues, / hardware related and networking related service issues weekly
- Inspected equipment and processes to reduce maintenance-related downtime incidents and mitigate equipment failures.
- Carried out effective fault finding and remediation for hardware, software and networking problems.
- Installed, configured and maintained SCO Unix, SuSe Linux 8 servers.
- Managed on-site customer system back-ups and recovery.
- Collaborated with sales and development teams in upgrading, developing and maintaining effective Pharmacy and P.O.S Software systems.
- Handled incoming service desk support requests professionally and efficiently for swift, effective resolution.

Education



Audem

A+ Certification, Information Technology

2000 - 2000

A+ Certification



Hoerskool Jeugland

Matric

1996 - 2000

Matric

Skills

Linux • System Administration • Amazon Web Services (AWS) • Network Administration • Technical Support • Operations Management • Technical Writing • Support Engineers • Creative Problem Solving • Enterprise Support