[kailan naidoo]

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about me {

I'm a dynamic & driven 24-year-old with a BSc in Information Technology for business. Over the past year & a half, I've honed my skills under top consultants & solution architects in a leading service management company. Passionate about the tech industry, I thrive on challenges & constantly seek to push my limits, eager to leverage new tools & software to excel in my field.

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technical skills {

1.5 years' experience in Linux shell scripting (CentOS & Rhel);
Docker, Kubernetes & containerised deployments;
Oracle SQL, MSSQL, & Postgres databases;
Web Development: Nginx, JavaScript, C++, Python, HTML & CSS;
Building RESTful API's; Proxy servers;
Relational modelling; ITIL 4 certified;
Active Directory;
Network troubleshooting, TCP/IP/LAN&WAN/ routers & switches/DNS/DHCP;

PowerShell;
Experience with virtual machines (Specifically VirtualBox from Oracle & MobaXterm);
Working experience with VPNs & SAP ITSM & service management;
Experience of systems automation using BASH, Python, Perl;
Exceptional collaboration skills using Agile & Scrum methodologies;

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experience {

Fusion Global Business Solutions: Technical Consultant (2022-Current) {

> BMC Certified: AR System Admin & Developer;
> BMC Certified: Helix ITSM Admin & Helix ITSM 20.x;
> BMC Certified: ITSM & ITOM Deployment;
> ITIL 4 Certified;
> Proficient in REST API Integration;
> Experienced in Jira for project collaboration;

> Presented workshops for customer requirements & demonstrations;
> Deployed Kubernetes cluster for containerized ITSM & ITOM;
> Skilled in database management; *Clients: NSG, Bet365, Porsche, 02;*
> Presented on containerized deployments;

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Nestle: IT First-Line Support Analyst Placement Student (2020-2021) {

> Provided first-line support via various channels, effectively prioritizing issues
> Managed ticketing system to resolve incidents within SLA thresholds
> Installed, maintained, & supported various applications including Office 365, MS Teams, & Outlook;
> Delivered weekly presentations to enhance workplace efficiency by introducing new features;

> Investigated hardware & software issues, escalating when necessary;
> Administered user accounts using Active Directory & MS Exchange;
> Ensured adherence to security policies & maintained customer confidentiality;
> Proficient in ITIL principles, with experience supporting Windows 10 & 11;
> Committed to continuous technical skill development.

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education {

> 11 GCSES;
> 3 A-levels in: Biology, Business, & Sport Studies;
> BSc hons Information Technology for Business 2022;
> Modules Included: Cloud Computing, Web Development, Computer Simulations, Effective Communication, Data & Information Retrieval, IT Infrastructure & Service Management, Computing & Algorithms, & RESTful APIs.

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