

Contact

chrismaarsch@gmail.com

www.linkedin.com/in/chris-maarschalkerweerd (LinkedIn)

Top Skills

Cloud Infrastructure

Identity and Access Management (IAM)

Office 365 Administration

Languages

English (Native or Bilingual)

Certifications

AWS Certified Solutions Architect – Associate

AWS Knowledge: Cloud Essentials

AWS Certified Cloud Practitioner

AWS Knowledge: Architecting

Christopher Maarschalkerweerd

Cloud & Systems Engineer | AWS Certified | Infrastructure & Production Support

City of Johannesburg, Gauteng, South Africa

Summary

I'm a Cloud & Systems Engineer with over 15 years of hands-on experience supporting and stabilising production infrastructure across cloud, server, and network environments.

My background spans AWS-based workloads, Microsoft 365 administration, identity and access management, and enterprise IT operations. I specialise in troubleshooting complex system issues, acting as an escalation point for critical incidents, and ensuring infrastructure remains secure, reliable, and well-documented.

I've worked across cloud and hybrid environments, with strong experience in Windows Server, Active Directory, IAM, DNS, and production monitoring. I'm AWS Certified (Solutions Architect Associate & Cloud Practitioner) and comfortable supporting shift-based or high-availability environments where uptime and operational discipline matter.

I enjoy building structured, repeatable processes that reduce risk, improve response times, and create stable foundations for growing teams.

Experience

VOD Media Group

Technical Account Manager

December 2023 - Present (2 years 3 months)

South Africa

At VOD Media Group, I support IPTV production environments while supporting cloud-based infrastructure and ensuring system stability, performance, and operational continuity.

My role combines infrastructure oversight, escalation management, and process standardisation to maintain reliable service delivery across complex client environments.

Infrastructure & Production Support

- Support and maintain AWS-based workloads (primarily EC2), DNS configuration, and access control (IAM).
- Act as escalation point for complex system, network, and platform issues.
- Monitor uptime, performance metrics, and system health to proactively reduce service disruptions.

Identity & Access Management

- Manage user provisioning, permissions, and system access across internal and client-facing systems.
- Conduct audits and maintain accurate configuration documentation to ensure operational integrity.

Incident & Change Management

- Diagnose and resolve high-impact technical incidents in production environments.
- Implement structured change processes to minimise downtime and risk.

Documentation & Process Improvement

- Develop SOPs, technical documentation, and troubleshooting guides to improve internal efficiency and client independence.
- Standardise onboarding and support workflows to reduce recurring issues and improve response times.

Cross-Functional Collaboration

- Work closely with engineering and product teams to implement system improvements and technical updates.
- Translate operational requirements into structured technical plans.

BroadVision Technologies | Solutions | Enterprises

Technical Consultant

January 2022 - December 2023 (2 years)

South Africa

Provided technical consulting and systems support across client environments, focusing on configuration, optimisation, and stability of software and infrastructure systems.

- Analysed existing client systems, workflows, and configurations to identify performance gaps and operational risks.
- Supported implementation and optimisation of software solutions within existing server and infrastructure environments.
- Diagnosed and resolved system-level and integration issues across application and network layers.
- Assisted with user access configuration, permissions management, and environment setup.
- Documented system configurations, processes, and technical changes to support long-term maintainability.
- Coordinated with development and engineering teams to implement technical improvements and resolve escalated issues.
- Delivered structured onboarding support and ensured systems were correctly configured before go-live.

Mitakyo ICT Solutions (Pty) Ltd

Network Engineer

March 2021 - December 2021 (10 months)

Gauteng, South Africa

Dial a Nerd

5 years

Network Engineer

March 2017 - March 2021 (4 years 1 month)

Johannesburg Area, South Africa

Delivered structured IT infrastructure support for multiple business clients, maintaining server, network, and cloud-based environments with a focus on stability, security, and operational continuity.

- Administered Windows Server environments (2008/2012), Active Directory, and Group Policy.
- Managed Microsoft 365 environments including user provisioning, permissions, and mailbox configuration.
- Supported backup and disaster recovery solutions (Symantec Backup Exec, Redstor).
- Configured and maintained network infrastructure including firewalls, wireless access, DNS, and routing.
- Provided advanced troubleshooting for server, access, and connectivity issues across diverse client environments.

- Supported email security and filtering solutions including Mimecast and ESET.
- Maintained structured ticketing workflows to ensure SLA compliance and consistent issue resolution.

Key Account Manager

August 2016 - February 2017 (7 months)

Johannesburg Area, South Africa

Acted as the technical liaison for assigned business accounts, ensuring client requirements were accurately scoped and delivered by engineering teams.

- Coordinated internal resources to resolve technical issues efficiently.
- Maintained oversight of client infrastructure requirements and renewal planning.

SOHO Technician

April 2016 - July 2016 (4 months)

Johannesburg Area, South Africa

Provided infrastructure setup and support for small office and home office environments, including network configuration, server setup, and cross-platform technical support.

- Configured routers, wireless networks, and security controls.
- Supported Windows, Linux, and macOS environments.
- Implemented antivirus and endpoint protection solutions.

Simfy Africa division of Exactmobile

ICT Systems Administrator

September 2015 - March 2016 (7 months)

- Server virtualizations
- In charge of Helpdesk ticket workflow
- Remote support
- Upgrading of Virtual server application management and installations
- Manage server applications and active directory services
- SQL Backup maintenance
- Simfy Africa App Tester
- Kisom Unitel App Tester
- Linux server monitoring of services and data stores
- Installation of custom Windows services
- Migration of Windows servers
- Network mapping

Gentron Outsourced Services

IT Systems Engineer at Gentron Outsourced Services

July 2013 - August 2015 (2 years 2 months)

St Andrews School for girls

- Upgrading of Virtual server application management and installations (Hyper V)
- Manage the school network and upgrading of computers
- Manage server applications and active directory services
- Group policy management and school wireless configurations on all Unifi equipment
- Apple computer support, repairs, and troubleshooting
- Mobile device networking and WiFi
- Fortigate wireless device management
- Microsoft Exchange 2010 and 2013 mail tracking and account setup
- Remote deployment of new assets from WDS Servers
- In charge of Helpdesk ticket workflow
- Pastel server maintenance and upgrades
- Server virtualizations
- Management of Staff Intranet, updating information and creating webpages
- Site Auditing (Server and Network)
- Process orders of new equipment and provide ideas for new equipment
- Lightspeed Apple device management admin of new apps for Apple devices
- Veeam Backup and restore tools

I-Did-IT

IT Support Engineer

October 2010 - June 2013 (2 years 9 months)

Joy Mining at Steeledale, Alberton, Johannesburg

- Upgrading existing network including wireless infrastructure
- Repair network faults and constantly improve the network
- Windows, Apple, and Linux repairs. Hardware and software related
- Repair and install Cisco IP phones
- Printer installation and maintenance, including print server and user access

Summit College

IT Administrator

February 2009 - September 2010 (1 year 8 months)

Dainfern, Johannesburg

- Provided support to customers on site
- Attend to SBS server related queries ie: Active directory and group policy

- Repair network, computers, printers and wireless access points
- Correct Windows and Linux based issues
- Perform hardware and software repairs

Education

Randpark High School

High School, Matric Certificate · (2001 - 2005)

ITU Online

Google Analytics, Web Page, Digital/Multimedia and Information Resources Design · (2014 - 2015)

Randpark Primary

Primary School Certificate · (2000 - 2000)