

SHAYLIN PILLAY

Application Developer /Software Engineer

CONTACT INFORMATION

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PROFESSIONAL SUMMARY

Motivated and dedicated IT professional seeking opportunities in **Application Development, Software Development, or related fields**. Strong foundation in programming (C#, Java, Python, HTML) and application design, with proven success in delivering IT solutions that improve efficiency and reliability. Experienced in software troubleshooting, system maintenance, and network support, including CUTE and CUSS operations in mission-critical environments. Recognized for leadership, adaptability, and consistently going the extra mile to support both local and regional projects.

WORK EXPERIENCE

IT FIELD ENGINEER - 2024 to Present

COMPUCLINIC SOLUTIONS - King Shaka International Airport
(Contracted to SITA SGS)

- Maintain baggage systems, reducing downtime by 20%.
- Provide CUTE and CUSS support, resolving network issues and ensuring seamless airport operations.
- Troubleshoot and repair PCs, laptops, and printers.
- Configure and install new PCs, ensuring optimal performance.

Reference: Mr. Shalekar Singh, Manager, 078 2101 995

IT SUPPORT TECHNICIAN – 2022 to 2023

MPOWA BIZ SOLUTIONS

(Part-Time)

- Provided hardware/software support for PCs and laptops, ensuring efficient system operation.
- Supported network systems, resolving downtime and connectivity issues.
- Performed system optimization and regular updates.

Reference: Mrs. Screnica Pillay, Director, 071 671 3394

REPAIR AND SALES TECHNICIAN - 2019 – 2022

ABBAN CELL AND SOUND – Kwa Zulu-Natal

(Part-Time)

- Repaired cell phones, PCs, and laptops.
- Handled sales, cashier duties, and inventory control.

Reference: Mr. Ahmed Malik, Director, 067 050 9993

TECHNICAL SKILLS

1. HARDWARE & DEVICE TROUBLESHOOTING

- In-depth experience diagnosing and repairing PCs, laptops, printers, and cell phones.
- Proficient in hardware upgrades and system clean-ups.

2. NETWORKING & SYSTEM MAINTENANCE

- CUTE and CUSS support, ensuring system uptime at the airport.
 - Experience with LAN/WAN connectivity, TCP/IP, DNS, DHCP, and VPN
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	<p>configurations.</p> <ul style="list-style-type: none"> • Skilled in network performance monitoring. <p>3. SOFTWARE & OPERATING SYSTEMS</p> <ul style="list-style-type: none"> • Proficient in Windows OS, Linux (NDG Linux Unhatched). • Experienced in Microsoft Office Suite, network security protocols, and software troubleshooting. <p>4. PROGRAMMING & SCRIPTING</p> <ul style="list-style-type: none"> • Proficient in C#, Java, Python, and HTML for application development and automation. • Developed custom app for carpenters, streamlining cutting lists and cost estimations. <p>5. CYBERSECURITY & DATA PROTECTION</p> <ul style="list-style-type: none"> • Knowledgeable in firewall configurations, network security, and malware removal. • Completed Cybersecurity Essentials and Introduction to Cybersecurity courses. <p>6. CUSTOMER SUPPORT & SERVICE</p> <ul style="list-style-type: none"> • Strong communication and problem-solving skills, ensuring efficient issue resolution and high customer satisfaction.
ACCOMPLISHMENTS	<ul style="list-style-type: none"> • Innovation: Designed an app for carpenters to streamline cutting lists and cost estimation, improving efficiency and cost savings. • Lead BRS Technician Appointment (June 2024): Selected by management as Lead BRS Technician for Durban, covering additional duties and assisting other sites with BRS configuration and troubleshooting. • Shift Leadership (July 2024): Took over weekend shift operations after the departure of the Senior IT Field Engineer, managing all technical issues independently. • Major Project Delivery (2024): Represented SITA in collaboration with ACSA on the installation and configuration of new network switches for CUTE, CUSS, and BRS systems, ensuring stability and efficiency. • Client & Management Recognition: Received direct commendation from the ACS Manager for maintaining 100% operational efficiency in the baggage hall, alongside team members. • Cortex System Rollout (May–June 2025): Played a key role in a high-pressure project, praised for professionalism, attention to detail, and dedication. • Regional Deployment (2025): Entrusted to travel to East London, Port Elizabeth and Bloemfontein to assist with equipment installation, system preparation, ensuring smooth rollout success and training On-Site staff to resolve faults on the new OS being used. • Commitment & Dedication: Consistently volunteered for overtime and occasionally worked extended duty cycles without leave, demonstrating resilience and reliability. • Operational Efficiency: Reduced system downtime by 20% in high-pressure environments, including airports.
CERTIFICATIONS	<p>CISCO NETWORKING ACADEMY</p> <ul style="list-style-type: none"> • 2020-Learn-A-Thon: Introduction to IoT • 2020s1 Introduction to Cybersecurity • 2020/s2/OSYS101/Linux (NDG Linux Unhatched) • 2020-FCSC101 Cybersecurity Essentials • 2020s2: Communication Networks 1 (CNTW101) Networking Essentials • 2020S2: Comm Nets - Assignment (CNTW101) • Introduction to Packet Tracer
EDUCATION	<p>EASTBURY SECONDARY SCHOOL - 2019</p>

National Senior Certificate, Admission to Bachelor's Degree

DURBAN UNIVERSITY OF TECHNOLOGY - 2020 to 2022

Diploma in Information Technology and Communications Technology in Applications Development (DIIAD1)

- CUM LAUDE
- NQF Level 6

DURBAN UNIVERSITY OF TECHNOLOGY - 2023

Advanced Diploma in Information and Communications Technology (ADICTI)

- NQF Level 7

PERSONAL DETAILS

DATE OF BIRTH:	13/08/2002
NATIONALITY:	South African
DRIVER'S LICENSE:	Code B (Light Motor Vehicle License)