



# RUPERT BURGER

## REMOTE IT SUPPORT SPECIALIST (COMPTIA A+ CERTIFIED)

📞 +27 81 517 3861

✉️ burgerrupert@gmail.com



6 January 1997 (28)

📍 Boksburg, South Africa (Open to Remote Roles)



[www.linkedin.com/in/rupert-burger-16281b212](https://www.linkedin.com/in/rupert-burger-16281b212)

### ◆ PROFILE

Motivated and reliable CompTIA A+ certified individual with a strong passion for technology and problem-solving. I provide remote technical support while continuing to build my skills and gain practical IT experience. I'm eager to grow into an entry-level IT Support role where I can learn, contribute, and develop toward a long-term career in cybersecurity.

### ◆ EDUCATION

#### High school Elspark

Grade 10 (PASS)

2011 - 2013

Subjects: Afrikaans (Home language), English (2<sup>nd</sup> language), Mathematics literacy, Life Orientation, Engineering Graphics & design, Business studies, & Mechanical engineering,

#### CompTia A+ Certified

CTU Boksburg

2025

[https://www.credly.com/badges/eec1811d-aead-40c8-ac9a-84b65812ff4f/public\\_url](https://www.credly.com/badges/eec1811d-aead-40c8-ac9a-84b65812ff4f/public_url)

Expire 25 September 2028

#### CompTia N+ In Progress

CTU Boksburg

2025

### ◆ EXPERIENCE

#### Orama Roadhouse

Security guard (Weekends only!)

2025 April - Present

#### Beyond Perfection Fabrication (BPF)

Laser operator - Morn Machine

9 October 2023 - 18 September 2024

- Ensure the safety and security of customers, staff, and property at all times.
- Monitor entrances and exits to prevent unauthorized or disruptive individuals from entering the premises.
- Politely handle and remove trespassers or individuals causing disturbances, maintaining professionalism and respect at all times.
- Maintain situational awareness to identify potential risks and take quick, appropriate action.
- Contact the security company for backup when incidents require additional assistance.
- Uphold a strong sense of loyalty, reliability, and customer care while representing the business.

- Operated a 3kW Morn laser machine (3000mm x 1500mm) to cut mild steel (up to 16mm), stainless steel (up to 8mm), and aluminium/galvanized plates (up to 5mm).
- Used Cypcut software for drawing, nesting, and optimizing cutting precision.
- Monitored machine performance and maintained consistent cut quality under tight deadlines.
- Verified dimensions and material accuracy according to job specifications using measuring tools and quality checks.
- Demonstrated attention to detail, problem-solving, and commitment to safety and precision – skills directly applicable to IT systems and troubleshooting.

## **Scout Security**

### **Camera installation (1 week)**

2025 March

- Assisted with installation and setup of HiLook CCTV systems using RG-59 and Cat5 cables connected to DVR units.
- Installed BNC connectors, baluns, and PVC conduit for secure and organized cable routing.
- Supported camera positioning, testing, and alignment for optimal coverage and recording quality.
- Gained practical experience in surveillance systems, cable management, and teamwork under supervision.

## **Rock Tech Holdings**

### **Fitter & Turner (Engineering)**

15 JANUARY 2014 - 28 FEBRUARY 2020

- Machined and assembled metal components using lathes and milling machines, performing precision cuts and ensuring near-final dimensions with tight tolerances.
- Conducted drilling, grinding, and fitting operations on various metal parts and mechanical assemblies.
- Interpreted engineering drawings to manufacture and assemble components accurately and efficiently.
- Utilized measuring tools such as vernier calipers and micrometers to verify dimensions and maintain quality standards.
- Supported maintenance and repair of machinery, identifying faults and ensuring optimal performance.

## **◆ REFERENCE**

**Peter (owner), Ruan (Manager),  
Cherise (PA)**  
**Orama Roadhouse**  
**Phone:** 011 894 1118  
**Email:** oramaroadhouse@gmail.com

**Michael Fourie**  
**Scout security**  
**Phone:** +27 67 871 1989

**Ian Geerdink (owner)**  
**Beyond Perfection Fabrication (BPF)**  
**Phone:** 010 500 0244  
**Phone:** +27 83 703 6907  
**Email:** accounts@bpfab.co.za  
**Email:** sales@bpfab.co.za

**Dawid Burger (owner)**  
**Rock Tech Holdings**  
**Phone:** +27 76 241 7314  
**Email:** rocktech@rocketmail.com

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## ◆ LANGUAGE

English (intermediate) Afrikaans (home-language)

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## ◆ FREELANCE IT SUPPORT – REMOTE | FIVERR, UPWORK

2025 - present

- Provide remote desktop support to international clients via TeamViewer and AnyDesk, ensuring secure and efficient troubleshooting.
- Diagnose and resolve Windows 10/11 issues including driver conflicts, slow performance, startup errors, and connectivity problems.
- Install, update, and configure software, drivers, printers, and user accounts, including basic system cleanups and maintenance.
- Assist with home and small office (SOHO) network setup, Wi-Fi configuration, and security settings.
- Document all technical actions in clear, client-friendly language and maintain high customer satisfaction.
- CompTIA A+ Certified, continuously improving in networking, cybersecurity fundamentals, and remote support best practices.