

RUPERT BURGER

VERSATILE WORKER

 ASPIRING IT SUPPORT
TECHNICIAN | COMPTIA A+ |
AVAILABLE FOR REMOTE WORK
OR GAUTENG - EAST RAND



PROFILE

I am a technically minded individual transitioning from a laser engineering and security background into a long-term IT career. I have earned my CompTIA A+ certification (1100 series) and built a solid foundation in troubleshooting, system setup, and user support. I am eager to apply my growing skills in a professional IT environment, with a focus on desktop support and client solutions. With a positive mindset and a passion for learning, I am ready to contribute and grow within a remote team or an on-site role.

WORK EXPERIENCE

-  IT TECHNICAL EXPERIENCE
(PERSONAL & PROJECT-BASED)

PC Troubleshooting & Repair

- Diagnosed and repaired home computers and laptops
- Installed and configured Windows OS, drivers, and key software
- Set up home routers and basic networks
- Helped friends/family remotely with system errors and slowdowns

Surveillance System Installation (Scout Security – March 2025)

- Installed HiLook cameras (RG-59 and Cat 5 to DVR)
- Connected cameras with baluns for dual-feed wiring
- Learned BNC connector crimping and PVC conduit layout

Orama - Roadhouse

4 April 2025 - present (weekends only)

- Maintained client and vehicle safety at a busy restaurant site.
- Prevented vagrants and beggars from disturbing customers or damaging property.

EDUCATION

HIGH SCHOOL ELSPIRK

(GRADE 10)

2011 - 2013

Subjects:

- Afrikaans home-language
 - English second-language
 - Mathematics literacy
 - Life Orientation
 - Engineering Graphics & design
 - Business studies
 - Mechanical engineering
- CompTIA A+ (1100 Series) - Complete**
 - Core 1 (220-1101) & Core 2 (220-1102)**
 - Issued 2025**

CERTIFICATIONS

CompTIA A+ Certified (1100 Series)

- https://www.credly.com/badge/s/eec1811d-aead-40c8-ac9a-84b65812ff4f/public_url
- Issued 2025**
- Expire 25 September 2028**

LANGUAGES

- Afrikaans (Home language)
- English (2nd language)

- Monitored outdoor perimeter and de-escalated public disturbances
- Reported incidents promptly and maintained strong presence to deter threats

RockTech Holdings
15 Jan 2014 - 28 Feb 2020

Boksburg Anderbolt

Fitter & turner

- Assisted in machining operations on lathe and milling machines, performing precision cuts and ensuring specialized jobs were roughed out to near-final dimensions, maintaining high accuracy and quality throughout the process.
- Performed drilling operations on plates using both hand and machine drills, ensuring precision and accuracy. Utilized tools such as grinders, vernier calipers, and measuring tape to verify internal and external dimensions, maintaining strict quality control throughout the process.

Beyond Perfection Fabrication (BPF)
9 Oct 2023 - 18 Sep 2024

69 Miller Rd, Germiston, 1401

Laser operator

- Operated a 3kW Morn laser machine (3000mm x 1500mm) to cut mild steel (up to 16mm), stainless steel (up to 8mm), aluminium & galvanized plates (up to 5mm)
- Used Cypcut software for drawing, leadline, compensate, nesting, auto cooling, and microjoint settings
- Utilized G3 nitrogen program with compressor setup for specific cutting tasks
- Applied skip-part strategy for thick plates to prevent heat concentration
- Ensured 100% accuracy in part dimensions, material selection, and quantities based on job card specifications, consistently meeting client requirements.
- Confident in handling basic machine operations and continuously learning new techniques.

S I D E P R O J E C T S & O N L I N E W O R K

R E F E R E N C E S

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RockTech Holdings

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Scout Security

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 **T E C H N I C A L I T S K I L L S**

- PC TROUBLESHOOTING & MAINTENANCE
- SOFTWARE INSTALLATION & CONFIGURATION
- NETWORK SETUP & TROUBLESHOOTING
- SURVEILLANCE SYSTEM SETUP & MAINTENANCE
- CABLE MANAGEMENT & INSTALLATION
- CONDUIT & PVC PIPE INSTALLATION
- HARDWARE DIAGNOSIS & REPAIR
- REMOTE DESKTOP SUPPORT
- CLIENT COMMUNICATION

FREELANCE IT SUPPORT (Fiverr, Upwork, [others in progress])

Key Responsibilities:

- Provided **remote technical support** to users through freelance platforms while studying and later earning **CompTIA A+ certification**.
- Troubleshooted and resolved **Windows 10/11 issues**, including driver conflicts, startup errors, and slow system performance.
- Performed **fresh Windows installations**, driver updates, and software installations from **official sources** to ensure system integrity.
- Used tools like **TeamViewer** and **AnyDesk** to deliver **secure, fast remote assistance**.
- Assisted clients with **printer setup, user account configuration, and SOHO/home network setup**.
- Performed **disk management** tasks, including formatting drives, verifying cable connections, and diagnosing hardware recognition issues.
- Used **Task Manager, Defragment & Optimize Drives**, and startup app control to **improve performance**.
- Documented all work in **clear, easy-to-understand language**, adapting explanations for clients with various technical skill levels.

Current Goals & Ongoing Learning:

- Continuing studies toward **CompTIA Network+ certification** to strengthen networking knowledge.
- Aiming to gain more **hands-on experience** in hardware assembly, laptop servicing, and component replacement.
- Passionate about solving **hardware and software problems** efficiently and providing **user-focused IT support**.

Certifications:

- **CompTIA A+ Certified**
- Currently Studying: **CompTIA Network+ (N+)**

C O R E S T R E N G T H S

- TECHNICAL PROBLEM-SOLVING
- ATTENTION TO DETAIL
- SAFETY AWARENESS

P R O F E S S I O N A L Q U A L I T I E S

- TEAMWORK & COLLABORATION
- ADAPTABILITY & FLEXIBILITY
- STRONG WORK ETHIC
- CUSTOMER-FOCUSED MINDSET