George B Maubane

IT Service Delivery Manager

I am a highly motivated IT professional dedicated to refining an array of skills and functions within the IT industry. My expertise lies as an IT support specialist, and I harbor ambitions of becoming a proficient full-stack web and software developer.

With a commendable track record of one and a half years of practical experience, I have delivered multiple corporate websites and exhibited expertise in conceiving MySQL databases and developing web-based applications.

Contact

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📍 | 135 Soutpansberg st, Van Riebeeck Park, Kempton Park, 1617

Education

● Software Engineering

ALX Africa

June 2023 - April 2023

● Bachelor of Science - IT (Incomplete)

Pearson's Institute of Higher Education

Feb 2017 - Mar 2020

● Matriculated - (NSC)

Hoerskool Birchleigh

Jan 2012 - Dec 2016

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Jan 2012 - Dec 2016

Skills

CMS   CSS   Emacs   Python

HTML   MySQL   Slack   Git Hub

Experience

● IT Service Delivery Manager

FibreGEMS Recruitment   Jan 2023 - Present

IT Support:

- Company Electronics Maintenance: Maintaining and troubleshooting company electronics.
- Troubleshooting: Diagnosing and resolving IT issues reported by employees promptly and efficiently, either remotely or through onsite visits when necessary.
- Workstation Code Implementation: Implementing and configuring software applications on workstations, ensuring compatibility and optimal performance.
- IT Support Administration: Such as inventory management, software licensing, and documentation upkeep.

Web Development:

- Website design: Creating visually appealing and user-friendly website designs using WordPress and other relevant tools.
- Website Building: Developing and building websites from scratch, ensuring seamless functionality and optimal user experience.
- Code Implementation: Writing and implementing clean, efficient code to enhance website functionality and improve user interactions.
- Website Management: Overseeing the day-to-day management of websites, including content updates, plugin installations, and server maintenance.
- MySQL Database Creation: Designing and implementing MySQL databases to support website functionality and ensure efficient data storage and retrieval.

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Skills

CMS CSS Emacs Python

HTML MySQL Slack Git Hub

PHP C Language SEO

Wordpress Java / JS Shell (SSH)

Experience

● IT Service Delivery Manager

Moladira Skills   Mar 2022 - Present

IT Support:

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Marketing:

- Creating Ads: Designing visually appealing and engaging advertisements that effectively communicate our brand message across various platforms.
- Market Analysis: Conducting thorough market research and analysis to identify target audiences and optimize ad placements to maximize reach and conversion.
- Social Media Management: Managing and posting engaging content on LinkedIn and Facebook to enhance our online presence and engage with our target audience effectively.
- Marketing Strategy Development: Collaborating with colleagues to develop comprehensive marketing strategies that align with our business goals and objectives.
- Online Presence Monitoring: Regularly monitoring and analyzing our online presence, including website traffic, social media engagement, and user feedback, to identify areas for improvement and propose actionable solutions.

● Talent Acquisition Specialist

Moladira Skills   Jan 2022 - Mar 2023

- Sourcing Candidates: Actively search for potential candidates through various channels.
- Screening and Interviewing: Reviewing resumes and applications, conducting phone screenings, and interviewing candidates to assess their qualifications, experience, and cultural fit.
- Evaluating Skills and Competencies: Assessing candidates' skills, qualifications, and competencies.
- Maintaining CRM: Managing and updating the CRM to track candidate progress, maintain candidate data, and ensure compliance with recruitment processes.

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Skills

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HTML   MySQL   Slack   Git Hub

PHP   C Language   SEO

Wordpress   Java / JS   Shell (SSH)

RecruitCRM   Microsoft 365

Experience

● New Business Generator (Sales)

Daisy Business Solutions   Sep 2020 - Mar 2021

- Prospecting and Lead Generation: Identifying potential clients and generating new leads through various methods such as cold calling, networking, referrals, and attending industry events.
- Product Knowledge: Acquiring in-depth knowledge of office automation products and solutions offered by the company, and being able to effectively communicate the benefits to potential customers.
- Consultative Selling: Understanding the unique needs of customers and businesses and recommending tailored office automation solutions to meet their requirements.
- Sales Presentations: Conducting engaging and informative sales presentations to showcase the features and capabilities of office automation products to clients.
- Quoting and Proposal Generation: Preparing accurate and competitive quotes and proposals based on customer needs and specifications.
- Relationship Building: Establishing and maintaining strong relationships with existing and potential clients to foster loyalty and repeat business.
- Sales Target Achievement: Setting and achieving sales targets and goals as defined by the company.
- Sales Pipeline Management: Managing the sales pipeline efficiently, from lead generation to closing deals, while keeping accurate records of interactions and progress.
- Customer Service: Providing excellent post-sales support and addressing customer inquiries and concerns promptly and professionally.

● Marketing & Sales (Part-Time)

Montebello   Jan 2020 - Nov 2022

- Setting Up and Managing Booths: Arranging and setting up attractive displays at market events to showcase the leather products effectively.
- Customer Engagement: Engaging with potential customers at the booth, welcoming them, and initiating conversations to understand their needs and preferences.
- Product Demonstrations: Demonstrating the features and quality of the leather products to potential customers, highlighting their unique selling points.
- Sales and Upselling: Actively promoting the leather products and using persuasive sales techniques to encourage purchases. Identifying opportunities for upselling additional products to increase sales.
- Product Knowledge: Acquiring a comprehensive understanding of the leather products, including materials, craftsmanship, and care instructions, to answer customer questions confidently.
- Customer Service: Providing exceptional customer service by addressing inquiries, resolving complaints, and ensuring overall customer satisfaction.
- Payment Processing: Handling cash and electronic transactions accurately and securely during sales transactions.
- Market Research: Keeping up to date with industry trends, customer preferences, and competitor offerings to gain a competitive edge.
- Promotional Activities: Assisting in marketing activities, such as distributing flyers, sharing social media posts, or running special promotions to attract more visitors to the booth.

References

In adherence to POPI compliance, reference contact details will be provided upon request.