

Shailen

MANAGEMENT | ADMINISTRATION | INFORMATION
TECHNOLOGY | PROJECTS

Bridglal



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ID 8510055077085



Drivers licence Code 8

Experience Summary

- 2016 – 2021 | Team Manager & IT Field Engineer @ **BCX**
- 2015 | Desktop Support & Field Technician @ **CompuAssist**
- 2007 – 2014 | Operations Manager @ **Actionfreight & Industrial**
- 2005 – 2006 | Primary School Computer Teacher @ **Marrian Park Primary School**

Transferable Skills

- Microsoft Office
- Microsoft Windows
- Ubuntu Linux
- A+ N+ (Certified)
- Software and Hardware maintenance
- Desktop Support
- Project Management
- Team Leadership
- Customer Relations
- Fundamentals(Online Course)
- Python
- SQL lite
- C Program language
- HTML CSS JavaScript
- CyberSecurity

Personal Statement

An experienced leader and mentor, driven to deliver organisational excellence.

Able to prioritise, and multitask, effectively to achieve successful project outcomes.

Organised and self-motivated Team Manager with strong leadership, organisational and customer relations skills within BCX / IT solutions.

Methodical and detail-oriented team player, experienced in managing and delivering high value projects. Enthusiastic and eager to contribute to team success through hard work, excellent organisational skills, and strong work ethics.

Key Achievements

- **Project Management – BCX / Site Audits** | Managing team of +20 staff. Auditing and maintain over 1000 retail stores IT equipment
- **Team Management – BCX** | Responsible for +20 IT field technicians, tracking – work allocations, attendance, hourly reports on where about. Assisting customers help desk. Arranging Customers High Priority calls and stock. Assisting with reports and stats.
- **Field Engineer – BCX** | Hardware & Software Maintenance on customer IT equipment, Servers, PC, laptops, printers and networking
- **Operations Manager – Actionfreight & Industrial** | Managed +50 staff, for production. Managed all aspects associated with transport and clothing manufacturing industry.

Education

- **Careers 2000** | Comptia Certificate: A+ N+ (2015)
- **Careers 2000** | Certificate: Business and Computer Skills (2004)
- **Wingen Heights Secondary School** | Metric Certificate (2003)
- **CS50** | Introduction to Computer Science (2023)

Professional Experience

Mar 16 – Oct 2021**Team Manager @ BCX**

Started as Field Engineer. Promoted to Team Manager, handling of staff production, customer relations and projects.

Responsibilities

- **Team Management:** Responsible field technicians, tracking – work allocations, attendance, hourly reports on where about. Assisting customers help desk. Assisting Customers High Priority calls and stock. Assisting with reports and stats.
- **Project Management:** Site Audits managing team. Auditing and maintenance over 1000 retail stores IT equipment
- **Field Engineer:** Hardware & Software Maintenance on customer IT equipment, Servers, PC, laptops, printers and networking

Feb 07 – Dec 2014**Operations Manager @ Actionfreight & Industrial**

Key moments, managing +50 staff, reaching target in production on weekly basis.

Responsibilities

- Staff wages and time studies
- Producing reports for production purposes
- Invoicing and handling of deliveries
- Organised and provided logistical management.
- Proactively handled daily office activities, escalated only what was required to management level.
- Liaised with customers and representatives, addressing requests, and reviewing supplier offers.

Interests

- **Exercising** | boxing and body strengthen
- **Downtime** | Reading and Meditating
- **Learning** | Computer Science Programming Language
- **Adventuring** | Hiking, Fishing, nature reserves