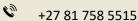


MANAGMENT | ADMINISTRATION | INFORMATION TECHNOLOGY | PROJECTS



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ID 8510055077085

Drivers licence Code 8

https://shailen85.github.io/Shailen-webpage/

Experience Summary

- 2021 2022 | Self Employed @ Wheelie Bin Master
- 2016 2021 | Team Manager & IT Feild 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
- Micrsoft Windows
- Ubuntu Linux
- A+ N+ (Certified)
- Software and Hardware maintance
- **Desktop Support**
- **Project Management**
- Team Leadership
- **Customer Relations**
- Fundementals(Online Course)
 - 1. Python
 - 2. SQL lite
 - 3. C Program language
 - 4. HTTML CSS JavaScript
 - 5. 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)

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Professional Experience

Jan 2022 - Nov 2022

Self Employed @ Wheelie Bin Master

Stared own business. Supplying plastic Industrial wheelie Bins and Safety gear.

Responsibilities:

- Sales Social Media, Web and Cold calling Customers.
- Admin Arranging Transport for pick up(suppliers) and drop off(customers)
- Accounts Invoicing, Pricing, Debtors and Creditors

Reason for Leaving:

Supplier Liquidated

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

Started has 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

Reason for Leaving:

Venture into own business

Jun 2015 – Dec 2015

Support @ CompuAssist

IT Field Technician and Helpdesk Software support for Pharmacy stores

Responsibilities:

- Setting up new stores. Installation of IT equipment.
- Software Installations
- CCTV Installations
- Helpdesk Software Support

Reason for Leaving:

Salary insufficient



Bridglal

MANAGMENT | ADMINISTRATION | INFORMATION TECHNOLOGY | PROJECTS

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.

Reason for Leaving:

Family Responsibilities

Jan 05 - Dec 06

Computer Teacher @ Marrian Park Primary

Designing curriculum and delivering interactive lessons.

Responsibilities:

- Teaching primary school kids from Grade 1 to Grade 7
- Maintaining the IT equipment sponsored by outside company
- Interacting with sponsors. Monthly meetings feedback school progress regarding IT classes

Reason for Leaving:

Contract work

Interests

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