

# Shailen

MANAGEMENT | ADMINISTRATION | INFORMATION  
TECHNOLOGY | PROJECTS

# Bridglal



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



## Experience Summary

- 2021 – 2022 | Self Employed  
**@ Wheelie Bin Master**
- 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)
  1. Python
  2. SQL lite
  3. C Program language
  4. HTML CSS JavaScript
  5. CyberSecurity

## Personal Statement

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

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

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

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

Jan 2022 – Nov 2022

Self Employed @ Wheelie Bin Master

Started 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 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

**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

Feb 07 – Dec 2014

Operations Manager @ Actionfreight &amp; 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

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## Interests

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