

Shaun Trusler

Senior Kramer Programmer and Technical Support Consultant

Grounded and solution-orientated Programmer and Technical Engineer with a wide variety of professional experiences. Adept at motivating self and others. Passionate about Automation, Artificial Intelligence and educating the next generation of technology users.

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WORK EXPERIENCE

Senior Kramer Programmer
and Technical Support
Engineer

Electrosonic SA

01/2017 - Present

Johannesburg,
South Africa

- Lead Senior Kramer Programmer for Southern Africa
- Kramer Programming Trainer for Southern Africa
- Lead Kramer AV over IP Technical Engineer
- Kramer AV over IP Trainer for Southern Africa
- Lead Technical Support Engineer on all Product offerings
- Pro AV Systems Solutions Designer

Video Conference Engineer

Dimension Data

09/2012 - 12/2016

Johannesburg,
South Africa

- Onsite Video Conference Engineer at Standard Bank Head Office Campus
- Remote Video Conference Room Assistance for all Standard Bank Branches in Southern Africa

EDUCATION

Higher Certificate in Information Systems
(Software Development)

CTI

08/2008 - 09/2012

Johannesburg, South Africa

- C# Programming
- Java Programming
- MS SQL Server
- Creating Web Pages
- Perl
- Using Linux
- Software Engineering
- Hardware Essentials
- Program Design
- Relational Database Modelling & Design

SKILLS

C#

Java

HTML

MS SQL Server

Perl

Python

GIT

Markdown

Linux OS

Windows OS

Mac OS

Polycom Video Conferencing

Networking

- Lead and Managed the Audio/Visual and Video Conference team at the newly built Standard Bank Rosebank Office
- Managed the full hardware/software backend installation and configuration for the Polycom Video Conference infrastructure for Standard Bank
- Lead and managed the Disaster Recovery Testing/Maintenance process
- Developed a Maintenance and reporting system using C# website front end, running off C# backend using SQL and MS Access database

Desktop Support Specialist

Standard Bank

08/2008 - 09/2012

Johannesburg, South Africa

- IT Helpdesk Support Engineer - Head Office Campus
- End-User Workstation Hardware Installation and Configuration
- Lead and managed the IT Department at a Satellite office for Private Client employees
- Executive and Mobile support team for Standard Bank Employees

Desktop Support Engineer (Internship programme)

Investec Asset Management

07/2007 - 6/2008

London, United Kingdom

- IT Helpdesk Support Engineer
- Blade Server Hardware Installation and Configurations
- Create and design Wiki/SharePoint Pages

Audio/Visual Over IP

Audio/Visual Support

Kramer Automation Programming

System Design

Kramer Programmer Trainer

Video Conference Support

Desktop Support

LANGUAGES

English

Native or Bilingual Proficiency

Afrikaans

Professional Working Proficiency

CERTIFICATES

- Kramer Control Systems Designer (09/2019)
- Kramer Control System Programmer (09/2019)
- Kramer AV Over IP Installer (04/2020)
- Kramer Audio Specialist (04/2020)
- PADI Divemaster (04/2017)
- PADI Open Water Scuba Instructor (04/2019)
- Emergency First Response Instructor (04/2019)

INTERESTS

- Automation
- Artificial Intelligence
- Virtual Reality
- Travel
- Mobile Applications
- Scuba Diving
- Hiking

PROFESSIONAL DEVELOPMENT

Development Projects

- Developed a Maintenance and reporting system using C# website front end, running off C# backend using SQL and MS Access database
- Developed a website for my wedding using HTML5/Javascript/CSS linking Google Script
- Developed a booking system for item repairs

Current Projects

- Xamarin for mobile development