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
- Pro AV Systems Solutions Designer

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

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
- 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

Desktop Support Specialist
Standard Bank
08/2008 - 09/2012   Johannesburg, South
Africa

- IT Helpdesk Support Enginner - 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

SKILLS

C# | Java | HTML | MS QSL Server | Perl | Python | GIT

Markdown | Linux OS | Windows OS | Mac OS

Polycom Video Conferencing | Networking

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

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

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 Intructor (04/2019)

INTERESTS

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