

# 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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<https://github.com/ShاونTrusler>

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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



## 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 Instructor (04/2019)

## INTERESTS

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