

# Zelda van Niekerk

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## OBJECTIVE

My objective is to obtain a role as a Service Level Manager in a dynamic company where I can utilize my skills and expertise to enhance operations, foster team productivity, drive growth, and achieve organizational goals.

## PERSONAL STATEMENT

With over 15 years of extensive customer service experience in the web-hosting industry, I have established myself as a specialist in various departments, including administration, billing, technical support, and sales. While working remotely, I excel at managing my time effectively and delivering exceptional customer service and support to my team. I have a knack for identifying process inefficiencies and collaborating with the customer service team and developers to implement improvements that increase productivity and enhance the overall team and customer experience.

## CAREER SUMMARY

Throughout my career, I have consistently demonstrated outstanding organizational and coaching abilities, a strong customer service focus, and excellent interpersonal communication skills. I possess strong problem-solving skills, adaptability, initiative, leadership qualities, and exceptional multitasking abilities. I have successfully managed teams, facilitated staff training and motivation, and led scrum meetings and retrospectives. Additionally, I have completed a management development program at the University of Stellenbosch and hold a certificate of completion.

## EMPLOYMENT HISTORY

**Company:** Xneelo

Position held: Cloud support

Team: Cloud

Duration: August 2022 - date

As a founding member of the cloud hosting team, my primary role was to ensure comprehensive documentation of all processes during the development phase, as well as creating helpcenter articles and providing training and support to the team. I also played a key role in the recruitment and onboarding of three new team members from Canada.

With a deep understanding of our system architecture components, including networking, hardware, software, and IAAS, I possessed the necessary knowledge to effectively contribute to the team. Additionally, my strong communication and collaboration skills enabled me to work seamlessly with colleagues from various disciplines. Utilizing my analytical reasoning abilities, I successfully identified flaws in projects and proposed enhancements to features.

One of my main responsibilities involved interacting with customers to facilitate their onboarding experience, address any inquiries they had, resolve issues causing friction, and provide comprehensive information about our cloud product. I was also proficient in handling various customer issues, including technical problems and billing inquiries. Furthermore, I took on the responsibility of training, mentoring, and guiding new cloud consultants located in different geographical areas.

**Company:** Xneelo

Position held: Service Manager

Team: Colocation and Self-Managed Servers

Duration: July 2016 to July 2022

In my role as a Service Manager, I had the responsibility of supervising colocation and self-managed server products that required a high level of expertise and support.

My tasks included selling self-managed servers and components, as well as colocation racks. I also had to possess in-depth knowledge of hardware, server and rack specifications, and configurations. Additionally, I was responsible for providing DNS support, managing IPV4 allocations, configuring PTR records, and dealing with operating systems, network, and server configurations.

Other responsibilities included scheduling appointments, facilitating hardware replacements, managing server reboots, password resets, and firmware updates. I also handled tasks like setting up RAID systems, performing data recovery, configuring software, and troubleshooting issues through email and phone support.

Furthermore, I was held accountable for various aspects of the service, including legal disputes, managing team performance, ensuring server health, and monitoring server performance on an ongoing basis.

**Company:** xneelo

Position held: Service Level Manager -

Team: Technical Support / Admin / Billing

November 2007 - May 2016

In my role as a Service Level Manager, I oversaw a team of consultants who were responsible for promptly resolving customer queries in accordance with the agreed Service Level Agreements. I effectively allocated tasks based on each consultant's resources and skills, kept network notices up to date, organized team-building and training activities, facilitated scrum meetings and retrospectives.

Additionally, I took charge of leading the billing team, ensuring accurate and timely updates to bank statements, conducting monthly billing runs that encompassed various tasks such as cash and operational refunds, restructuring, issuing credit notes, supervising domain transfers, DNS pointing (a, MX, and www), reactivating accounts, suspensions, managing bulk SMS, investigating VCS payment gateways, and dealing with escalations.

Moreover, I played a pivotal role as a mentor and trainer within the team, leading internal account transfers and acting as the admin team leader. In these capacities, I documented processes and procedures and provided training to the staff.

Throughout my career as a consultant, I consistently provided technical support assistance to customers through various channels such as email, telephone, and most recently, chat support.

**Company:** Tropicana Marketing  
Position held: Admin / Sales Consultant  
April 2001 - April 2006

In my role as an Admin/Sales Consultant at Tropicana Marketing, my responsibilities encompassed a wide range of tasks. These included facilitating domain name registration, transfers, and restructures, as well as internal account transfers and profile management. Additionally, I provided sales consultation to clients.

I was also involved in stock control, managing job-cards and invoicing, processing credit notes, and handling the purchasing and selling of stock. Furthermore, I took charge of booking transportation and utilized our in-house program for invoicing purposes. I also played a role in preparing export certificates and maintaining communication with clients.

In terms of logistics, I worked closely with Maersk logistics to schedule containers and facilitated the planning and booking of airfreight shipments.

## **QUALIFICATIONS**

Management Development Programme - University of Stellenbosch, 2008  
Matriculated- Senior Certificate - Eben Donges High School, 2000  
DISC Teambuilding Workshop, Vital Smart: Crucial Conversations Workshop, and Cyber Security.  
Performance Management Accounting - Udemy certificate  
Leadership & Organizational Development - Udemy certificate  
Complete Linux Training Course - Udemy certificate  
Azure IaaS & Azure PaaS Architecture and Solutions - Udemy certificate  
Management Skills - Team Leadership Skills Masterclass - Udemy certificate  
Cloud Computing for Beginners - Infrastructure as a Service - Udemy certificate  
Install and Learn the OpenStack Cloud - for Beginners - Udemy certificate  
OpenStack Essentials - Udemy certificate  
Leadership: Practical Leadership Skills - Udemy certificate

## **REFERENCES**

Available upon request.