

# Calvin Du Randt

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## Key skills

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- Experience in an IT Service Desk environment and Systems Engineering
- An expert level of knowledge in MS Office 365 and current Microsoft server systems, management tools and industry best practices
- A good level of knowledge in cloud solutions (Microsoft Azure)
- Hyper-V & VMware and virtualisation skills
- A sound knowledge of networking and associated technologies
- Desktop and laptop deployment & support experience
- Strong time management, organisation, and problem-solving skills
- Strong remote support skills – cloud and on-premises systems
- ISO 27001:2005 implementation and management experience
- An enthusiasm to keep up with technology trends
- The ability to build strong stakeholder relationships with clients
- Good understanding of ITIL 4 Foundation principles

## Summary

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As an experienced IT professional with over 19 years of success in various roles, I bring a wealth of knowledge and expertise to the table. My extensive background in the field, including experience in diverse industries such as banking, manufacturing, retail, hospitality, and health services, has equipped me with a unique skill set that I believe would be an asset to your organization. I am an innovative and forward-thinking individual, driven by a passion for technology and its potential to drive business success.

## Career history

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**IT/PACS Technical Support Specialist** at AXIM (PTY) LTD  
(Durban, South Africa)

June 2017 – Current

### Key responsibilities

- Picture Archiving Communication Systems (PACS) application deployment, monitoring & support
- Server installations (Virtual & Physical Servers)
- Telephonic & Remote support
- Maintain regular written and in-person communication with the hospital executives, department heads and end users regarding pertinent IT activities
- New PACS project planning and rollouts
- In house IT desktop support

### Achievements

- Uphold a 99.9% uptime on all PACS systems within the 6 supported Government hospitals.
- Achieved all SLA requirements

**IT Manager** at 1<sup>st</sup> Call Group (Durban, South Africa)

May 2016 – June 2017

### Key responsibilities

- Assume overall responsibility for the delivery of all IT and telecoms services within the business.

# Education

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MS Azure Administrator  
(Online Course)  
2022

Excel 101 & 202  
(Online Course)  
2021

Carestream Technical Training  
(Genova, Italy)  
2018

IBM Certified Specialist -  
Midrange Storage Technical  
Support  
(Toronto, Canada)  
2016

ISMS Auditor / Lead Auditor as  
per ISO 27001:2005  
(Pune, India)  
2013

Windows Server 2008 R2,  
Server Virtualization  
(Self-Study)  
2012

Windows Server 2008  
Applications Infrastructure,  
Configuring  
(Self-Study)  
2012

Windows Server 2008 Network  
Infrastructure, Configuring  
(Self-Study)  
2012

Windows Server 2008 Active  
Directory, Configuring  
(Self-Study)  
2011

Managing & Maintaining  
Windows Server 2003  
Environment  
(Self-Study)  
2007

Networking +  
(ABSA Bank)  
2002

- Provide support, leadership, and training to my team within the IT department.
- Develop and implemented IT policies and procedures
- Manage the deployment, maintenance, monitoring, upgrade, and support of all IT systems
- Effectively managed the relationship with IT suppliers, exercising tight controls on agreements and SLAs, while encouraging cost savings and a high level of service.

## Achievements

- Successfully migrated our on-prem email infrastructure to Microsoft Office365 without any downtime or loss of data.
- Successfully migrated our Call Centre Dialler system to a cloud-based provider, thus improving reliability and functionality to better service our clients.

## IT Support Specialist at My Blue Umbrella (Toronto, Canada)

June 2015 – April 2016

### Key responsibilities

- Providing remote (Desktop, Server & Telephonic) support to our clients within the city of Toronto.
- Daily system monitoring, ensuring our clients systems are running efficiently.
- Weekly patch management, ensuring our clients systems are up to date with the latest security & critical patches.
- Regular backup checks, ensuring our clients data is backed up to our cloud-based system.

### Achievements

- Expand my knowledge base by working on various client systems ranging from Windows Server 2012 – 2003, Linux & MAC OS

## IT Manager at SQS Group Limited (Durban, South Africa)

January 2010 – March 2015

### Key responsibilities

- Assume overall responsibility for the delivery of all IT and telecoms services to the business and its clients, while operating an effective quality management system.
- Designed, implemented, and improved all IT related processes and policies in line with the company's needs and overall business priorities.
- Effectively managed and developed the company's relationship with its IT suppliers, exercising tight controls on agreements and SLAs, while encouraging cost savings and a high level of service.

Project Management Principles  
& Practices  
(ABSA Bank)  
2005

High School Diploma  
(South Africa)  
1997

- Provided support, leadership, and execution of the necessary actions required by management systems adopted within the company. In respect of ISO 27001:2005, to successfully operate the ISMS.

### **Achievements**

- During my 5 years of employment at SQS SA, I managed to grow my team from 5 members to 15. This solidified our position within the SQS Group as the demand for our expertise grew. My team consisted of a network specialist, communications specialist, database specialist, systems analyst, SharePoint specialist, 5 helpdesk technicians and 5 developers.

### **Interests**

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- Rugby
- Formula 1
- Gadgets & Technology

### **References**

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Available upon request