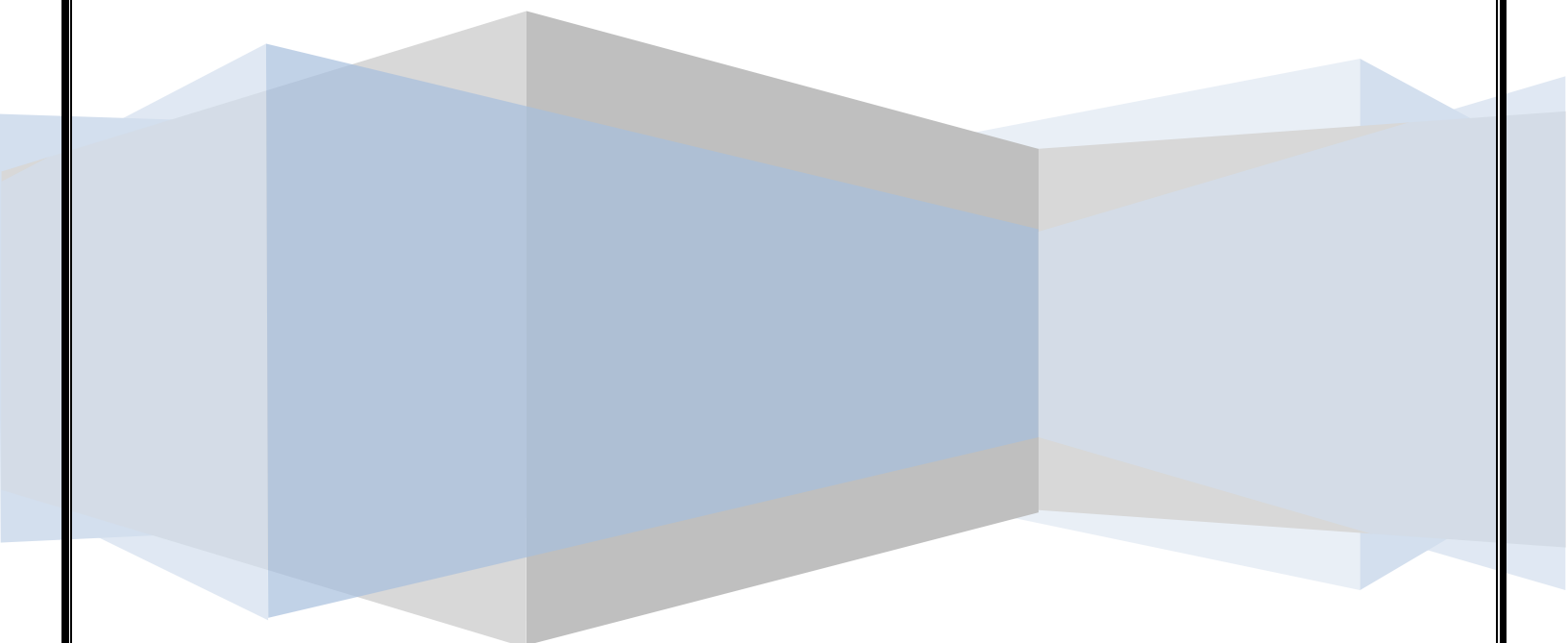


# CURRICULUM VITAE

NAVARD EMIL MORKEL



# CURRICULUM VITAE

NAVARD EMIL MORKEL

CELL: 083 991 7850

E-MAIL:NavardMorkel@gmail.com

## **OBJECTIVES**

I am an IT Professional with certifications in Microsoft Certified Solutions Associate (MCSA Server 2012), Cisco CCENT, CompTIA (A+, N+) with more than 10 years' experience within a large corporate IT environment and exposure to technologies such as VMWARE, Avaya telecommunication, various printing solutions, Windows Server and Windows XP, 7, 8, 10..

I would like to advance my career and broaden my knowledge within IT and further utilize my skills and abilities that I have obtained thus far.

## **PROFILE**

IT Field Service Engineer at Senwes IT Services (2009 - 2021)

## **1. PERSONAL INFORMATION**

Date of Birth: 05 December 1990

Identity Number: 901205 5142 083

Language Proficiency: English / Afrikaans: Speak, Read, Write-excellent.

## **2. SCHOOL QUALIFICATION**

I obtained my matric with at Technical High School (Klerksdorp) in 2008.

Subjects passed:

Afrikaans	Mathematics	Mechanical Technology
English	Information Technology	Life Orientation      Physical Science

## **ACHIEVEMENTS AND AWARDS**

- 1<sup>st</sup> Team Hockey (Technical High School)
- League winners Hockey (Technical High School)

## **PROFESSIONAL QUALIFICATION**

### **Certificates**

- Comptia A+
- Comptia N+
- Cisco CCNA (CCENT OBTAINED)
- Microsoft MCSA 2012
- Asterix VOIP
- USB(University of Stellenbosch Business School) accelerated development course

### **Degree**

- Bsc. Information Technology ( 2020 - 2024)

## **HISTORY OF EMPLOYMENT**

- Senwes IT (2009 - 2010) IT Field Service Engineer(Contract)
- Senwes IT (2010 - 2019) IT Field Service Engineer(Permanent)
- Senwes IT (2019 – 2020) Technology Support Technician (Permanent)
- Senwes IT (2020 - 2021) First Line Support Agent (Permanent)

### **IT experience:**

More than 10 years' experience in a technical IT environment. Which include:

- Exposure to Microsoft Server 2012/2016
- Working knowledge of VMWARE
- Working with Avaya Site Administration Support software
- Supporting MS Windows
- Exposure to Cisco ISO platform
- Cisco Unified Communications (VOIP)
- Currently in an application support role

### **Core Tasks as IT Technician**

- Desktop support
- Laptop support
- Handling client queries over the telephone with remote assistance
- Server support
- Network support(LAN/WAN)
- Good interpersonal relations and a client-service orientation.
- Software support (MS Office/ company specific software)
- Providing support on remote sites

- Management of client queries and resolution thereof
- Time management
- Working within a team environment
- Working with external vendors for client support(Avaya/Telkom/Dell/[DataCentrix](#))
- Support and maintenance of local PABX(AVAYA)
- Providing printer support and maintenance
- [Lead support on Cisco Unified Communications system](#)

### **Skills:**

- I have developed excellent communication skills at all levels during my career working with a multitude of clients from different business entities within the organization.
- Working knowledge of HTML5, CSS, partial JavaScript web development.
- Working knowledge of the C# software development language with much room for improvement.
- Strong written skills.
- Able to travel.
- Ability to balance workloads efficiently.
- Extremely good “people skills”.
- Willing to take on more responsibility as needed.
- Experience working in corporate environments.
- Able to learn programs and processes quickly.
- Responsible
- Flexible
- Able to build relationships
- Time Management

### **Productivity:**

I have always delivered a high standard of productivity, even when working under extreme pressure and tight deadlines.

### **References**

Contact Person: Mr. Quinton Swartz (SENWES IT) TECHNOLOGY SUPPORT TECHNICIAN

Contact Number: 018 464 7587

Cell phone nr: 062 902 2673

Contact Person: Mr David Strauss (SENWES IT) LEAD PROJECT MANAGER

Contact Number: 018 464 7558

Cell phone nr: 083 276 4052

Contact Person: Mr Ralston Erasmus (SENWES IT -- PREVIOUS) SENIOR SERVICE DESK AGENT

Contact Number:

Cell phone nr: 082 042 5012

Contact Person: Pietro Graceffa – IT procurement manager

Cell phone nr:0827835983