Ashley Grey

Service Desk Manager

Phone +4478 646 07030   **LinkedIn** https://www.linkedin.com/in/ashleygrey85

E-mail capthunderbird@gmail.com

Work History

2016-10 - Current

Service Desk Manager

Greytech ISP, Durban

- Implemented and maintained Cloud Hosted VoIP Technologies, driving decreased telephone expenditure of 63% over two-year period.
- Migrating company and client email data from IMAP and POP to Exchange Online, Exchange on Premise and G-Suite to reduce data loss, minimize downtime and increase productivity.
- Deployed and administered Company and Customer Microsoft 365 Tenants, creating new and administering existing users, subscriptions, and services.
- Deployment of Company and Customer Cloud and Virtual Technologies utilizing Microsoft Azure, Amazon Web Services, and Intel.
- Act as key account manager for top tier customers, including technical, advisory, and sales support.
- End User Desktop Support for hard and software applications such as Microsoft Office, Sage Pastel Partner, Sage Pastel Payroll, Sage Evolution ERP & CRM Software, VoIP, and Connectivity within Service Level Agreement requirements
- Administration of companywide backups are executed properly and archived as required to maintain highest level of security and disaster recovery management.
- Monitoring of and assisting with all open support queries in ITSM Scope.
- Focused on process improvement and automation to overcome recurring issues, leading to reduction in query resolution times by 38%
- Led IT and ITSM Support for 1st, 2nd, and 3rd line issues.
- Tested and administered disaster recovery plans for key software platforms and cloud servers, resulting in 99% uptime.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork

2010-01 - 2016-09

Project Manager

Greytech ISP, Durban

- Facilitated communication and collaboration across sales, support, development, and project departments.
- Responsible for company and client websites using Wordpress, incorporating eCommerce, popular payment gateways, Google AdWords, Google Shopping, Yoast SEO, social media, Facebook Shopping and GeoIP Redirections, from

inception to delivery, taking full ownership of both functionality and user design, and directing project teams to execute company and client needs.

- Briefed and motivated staff to deliver daily operational requirements.
- Devised activity and service plans to meet customer requirements.
- Forged working relationships with suppliers and negotiated purchasing conditions, resulting in 30% cost saving benefit.
- Recruited high-performing, reliable staff for improved team productivity.
- Received and resolved customer complaints escalated by staff.
- Scheduled shifts based on seasonal demands and staff availability.
- Deescalated internal conflict and implemented motivational techniques.
- Focused on process improvement and automation to overcome recurring issues.
- Aligned Project strategy with business needs, prioritizing value for money, security, and contractual requirements.
- Oversaw execution of ICT, Connectivity, ITSM, ERP and CRM projects from inception to execution
- Communicated with project engineers to deploy, manage, or patch software.
- Liaised with third parties to purchase end user equipment as necessary.
- Executed various projects using both Waterfall and Agile methodologies.

Assistant Project Manager

2007-11 -
2009-12

Greytech ISP, Durban

- Successfully coordinated up to 12 ICT, ITSM, ERP and CRM projects simultaneously
- Collaborated with Senior Project Manager, CEO, and CFO to meet project specifications, solve complex logistical problems and surpass client expectations.
- Closely monitored progress of project through MS Projects, sharing developments with Senior Project Manager.
- Took fully informed decisions by continuously collaborating with project stakeholders.
- Collaborated across teams to align and deliver overarching business strategy.
- Assisted Project Manager in smooth running of daily activities by performing admin tasks such as Resource Management and Client Stories
- Defined project scope, guidelines, milestones, and task allocation to establish and maintain clear progress plans.
- Tracked and communicated project status, timelines, budgets, and action items from project inception to delivery.
- Provided weekly performance feedback on resource allocation, risks, issues, and schedule adherence, keeping project teams on track.
- Built positive, productive relationships with internal and external stakeholders through outstanding client management skills.
- Delivered projects on time and under budget.
- Designed project presentations and reports for executive teams.
- Achieved high client satisfaction through consistent delivery and communication.
- Negotiated with suppliers to reduce costs.
- Reduced costs by allocating site resources and subcontractors for strict budget controls

2005-04 - 2007-10	**Billing Engineer**
	Greytech ISP, Durban

- Managed invoicing and payment processing
- Allocated account payments and advised customers on outstanding balances.
- Carried out billing tasks and captured information in company databases.
- Monitored outstanding invoices and attended to collections duties.
- Set up new client accounts, ensuring accuracy of information and secure, compliant storage of data.
- Performed billing reconciliations, resolving discrepancies swiftly and effectively.
- Handled incoming company payments including card payments over phone with exceptional accuracy.
- Processed billings, invoices and customer reimbursement claims with 98% client satisfaction.
- Facilitated smooth billing operations by maintaining up to date records on pricing and billing details within Sage Evolution
- Regularly met with Project teams to resolve client queries quickly and appropriately.

Technical Profile

Microsoft Office	LAN	Google Workspace
Microsoft Word	Google Docs	JIRA
Microsoft Excel	Cloud Services	WordPress
Microsoft PowerPoint	Network Configuration	G-Suite
Microsoft Outlook	Apple	Network Security
Google Drive	Android	Microsoft Windows
Adobe Photoshop	Microsoft Windows Server	Microsoft Project
Adobe Illustrator	VMware	WAN
Sage 100 ERP	ERP	VoIP
Office 365	Microsoft SQL Server	Odoo

Competencies

VoIP	Decision-Making
Technical Support	Written Communication
Advanced problem solving	Analytical and Critical Thinking