

## CANDIDATE NAME: NICO BILANKULU

### Objective

I am multi-task oriented, enjoy challenges, a quick learner and continually stay abreast of the latest advancements in the IT field. If you are seeking an IT professional who has excellent people and problem-solving skills, documentation and can easily provide optimum support to your customer's operations, then please consider what I have to offer.

### Education

#### High school

Orhovelani High School

Matriculated 2001

#### Tertiary

Vaal University of Technology :

B.Tech in Engineering Computer Systems(2016)

National Diploma in Engineering Computer Systems(2009)

Wits University

Fundamentals of Project Management (2014)

SAP Academy

SAP Certified – System Administration (MS SQL DB) with SAP NetWeaver 7.0 (2014)

Pink Elephant

ITIL attendance certificate (2012)

Torque IT

SQL Database Administration 2016 attendance certificate (2016)

Witbank College (Nkangala FET college)

N3 in Electrical Engineering (2003)

## Work experience

### 1. EOH

Junior Infor ERP Technical Consultant (April 2017 – Current)

Roles and responsibilities:

- Installations, Configurations, Implementation and Support of Infor ERP Systems.
- Infor Syteline (SQL Database staging and Installation). Infor LN, Infor EAM, Infor OS and IFS Server Installations, Creating and Monitoring of Jobs in an ERP System.
- Creating, configuring and managing of VMs. Creating and running of daily jobs report, SLM Licensing and configuration.

### 2. Riverside Software Solutions

Software Developer Intern (Jan -March 2017)

Roles and responsibilities:

- Object – Oriented Programming, Object – Oriented Analysis and Design using UML, Software Engineering using UML, ANSI SQL: 2011 Programming, XML 1.0 Programming & Web Services, Service – Oriented Architecture (SOA), Java 7 Programming (Java SE 7), Netbeans, System Integration Testing and Regression Testing, Writing/ Creating Test Plans and Test Cases Condition Control Case Statements

### 3. Business Connexion

IT Customer Support Engineer (May 2008 – Nov 2014)

Roles and responsibilities:

- Installing software applications, install operating systems, establishes email accounts and IP addresses, and carries out upgrades of memory and hard drive systems.
- Updating calls and resolve calls on SERVICE NOW, REMEDY, CA Uncenter and ITSM7 Systems.

Application Support

- Configuring SAP and Adding SAP client
- SAP password reset (according to SAP clients)
- SAP GUI Errors Fixing

Active Directory

- User Administration, creating new user accounts, creating mailbox accounts, creating security groups, Create distribution lists and other User Admin responsibilities.
- Mainframe RACF password Reset/ Access Control
- Mainframe TSO and NET VIEW/ Access Control
- Support sending and receiving E-mail
- Remote desktop support