

Collin Smit: OPERATIONS SUPPORT TECHNICIAN

Eezipay Management Systems

Experienced IT Systems Administrator & Technical Support Specialist

As IT Operations Support with over ten years of experience, I specialize in implementing and maintaining IT systems

Professional Strengths & Expertise:

Adaptable and Client-Centric: Known for my approachable, client-friendly demeanour, I ensure that users at all levels

Technical Proficiency: Proficient in installing, configuring, and managing desktop hardware, applications, and multi

Network and Server Administration: Skilled in server management and network support, including remote desktop

Process-Oriented: Experienced in drafting policies, backup strategies, and training materials to optimize systems' u

Team Collaboration & Continuous Learning

I value a collaborative workplace, finding the mix of perspectives across generations to enhance team synergy and

QUALIFICATIONS

CURRENT RESPONSIBILITIES - EEZIPAY MANAGEMENT SYSTEMS

COMPUTER LITERACY SKILLS

CAREER SUMMARY

Thank you for your consideration.

Sincerely,

Collin Smit, 123 123 1234

Certificates and references are available on request

Career History

Period: ■Mar 2019 – Sept 2022

Position:■IT Technical Manager

Company:■The House of Zinplex

Responsibilities:

Computer maintenance and support (Local and remote)

Network maintenance and support (Local and remote)

Server maintenance and support (Local and remote)

Incident and problem management ensuring IT continuity across all systems

Risk and Security

Vendor management, ensuring agreed service delivery levels are met

Implementation of best practices into the environment

IT Project management

Website and Social Media pages

Projects:

Network upgrade project – upgrade the core networking infrastructure with newer, faster switching, cabling infrastr

Website Upgrade - provide parcel tracking services to the customer order on the Zinplex website

Backup project – install reliable backup system and procedures to back up critical information such as email and us

Upgrade outdated wireless WAN data and voice connectivity with cost-effective fibre connectivity

Upgrade wireless broadband technology to provide data, internet, and voice services.

Audit and remove illegal and cracked software from staff computers and laptops

Review and upgrade network printer services

Review POPI compliance and implement the necessary changes

Migrate Zinplex ZA and UK to Google Workspace

Migrate Financial system to Google Cloud Platform (GCP-SAAS)

Move Zinplex website to Shopify eCommerce platform

Establish social media platforms

Reason for Leaving: ■Relocation to Cape Town.

Period:■Aug 2018 – March 2019

Position:■Owner

Company: Affordable IT Solutions

Responsibilities:

In the time I have been operational, I targeted small business owners who were unable to afford the services offered

Desktop Support

Network Support

Systems support

Training

Reason for Leaving: ■ To be financially stable

Period: ■■ Jan 2000 - Jul 2018

Position: ■■ IT Technical Manager

Company: ■ South African National Biodiversity Institute

Responsibilities:

Responsible for managing and controlling the IT operational and technical environments of 13 sites across South Africa

Supervise a team of 8 professionals responsible for daily network and support activities such as configuring, installing

Key performance areas

Availability and IT Continuity

Information Technology Security and Risk

Business Continuity

Information Technology Governance (COBIT)

Financial Management

Application Management

Vendor and SLA Management according to agreed service levels

Strategic and Operational view on Information Technology requirements.

Innovation and Digitization

Provide an interface role between business and IT for all strategic business intents

Assist in aligning IT strategy to business strategy

Problem management

Implementation of best practices into the environment- Definition of processes and procedures.

Change Management

IT Project Management

Involvement

Extensive experience in Microsoft's technology and application stacks.

Further experience in SAGE ACCPAC, routing, VLAN's MySQL, VMware, Veeam, SOLARWINDS network performance

An active member of the organisation's Change Advisory Board, ICT Policy-, ICT and CSD Strategy-, Bid Evaluation

Represent SANBI at The Commission of Conciliation, Mediation and Arbitration (CCMA)

Selected Achievements:

Technical Lead and Project Manager on multiple, medium to large scale Network and IT infrastructure projects

Oversaw the efficient implementation of new technology solutions to various internal business units; identified projects

Upgraded IT infrastructure, established quality assurance standards, and recommended new products to enhance

Work closely with technical teams of Microsoft, EOH, Dimension Data, LINK STATE, Securicom and MTN Business

Key Projects:

National Zoological Gardens merge; oversee the integration of AD and Exchange while ensuring no operational downtime

Exchange 2016 Upgrade; Upgrade Exchange from 2007 to 2010 and then to 2016 while ensuring no operational downtime

AV replacement project; Replace Kaspersky solution with Bit - defender Total Security 2018, server, and desktop

SCCM 2016 Deployment project; Install and deploy SCCM across the organisation server and desktops to support

National VC Upgrade: Replace and upgrade the existing Video Conferencing system with a modern VC solution to

WAN Infrastructure Consolidation; Replace and upgrade redundant LAN/WAN infrastructure at each of the ten (13)

VOIP Telephone Upgrade; Replacing the Alcatel Telephony solution with a modern IP telephony solution to enhance

Campus Security system upgrade; Upgrade the Pretoria site with new biometric scanners, CCTV cameras, Alarm system

Novell to Microsoft migration; Migrate redundant Novell platform to Windows 2008 virtual environment. Migrate critical

Reason for Leaving: To start my own IT consultancy\support business and to gain more experience in the private sector

Period: ■■ April 1999 - December 1999

Position: ■■ Junior Network and System Administrator

Company: ■ Spicer Consulting

Responsibilities:

Placed at Telkom SA as a consultant where my responsibilities were:

Assist in ensuring the stable operation of the in-house CISCO and HP computer network and all connected PCs and

Assist with planning of new hardware and software installations and communication links

Analyse and resolves end-user hardware and software computer problems in a timely and accurate fashion, and provide

Assist Ops team with managing and administering AV, Server Backups, Novell GroupWise mail system and other

Assist with maintaining a network asset management system and some technical documentation

Perform user backups and restores when required

Assist with network performance testing and the logging and reporting thereof

Update call logging system with detailed technical events to assist management with future operational and maintenance

Document all new and existing infrastructure hardware and software installations\upgrades to support operational and maintenance

Assist with testing new custom hardware and software products with engineering

Highlights: I was exposed to and required to support and troubleshoot enterprise level network infrastructure and systems

Reason for Leaving: SANBI offered me a permanent position.

Period:■■Nov 1998 - Mar 1999

Position: ■■Computer Technician

Company: ■■Hatfield Computers

I decided on a career change and enrolled at CTU to obtain an MCSE (NT4), A+, N+ and PC +. During my time as