Ricardo Van Rooyen

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Professional Profile

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As an IT Engineer/Administrator/Sales with years' worth of experience in IT, Administrator and Sales environment, I am excellent in working with others and on my own to achieve business objectives on time and with excellence. Able to multi-task under pressure.

Objective

Currently looking for a new and challenging position, one which will make best use of my existing skills and experience while enabling further personal and professional development. I am currently busy with my Server 2012 examination.

Preferred occupation	Computer technicians IT, computing jobs
Preferred work location	Kimberley Northern Cape
	Upington Northern Cape
	Welkom Free State

Contacts and general information about me

Day of birth	1983-02-14 (41 years old)
Gender	Male
Residential location	Bloemfontein Free State
Telephone number	*Information is available only for registered users.* Sign in
Email address	*Information is available only for registered users.* Sign in

Work experience

Working period	**nuo 2014.10 iki 2016.09**
Company name	Sun International (Carnival City Unit)
You were working at:	Computer technicians
Occupation	IT Engineer
What you did at this job position?	• Handle 2nd and 3rd Line network calls in an operational environment. • Setup and configure complex Cisco switching environments. • Support all network devices, including Cisco switches, Cisco routers and WIFI, etc. • Monitor network for faults, utilization and be proactive to prevent issues (WAN and LAN). • Identify possible risks and implement proactive measures as well as suggest improvements. • NEC IP phones configuration and deployment (VOIP). • Install, configure and support all Microsoft desktop and server operating systems i.e. WIN XP/WIN 7/WIN 8/SERVER 2003/SERVER 2008/SERVER 2012. • Respond to and resolve support calls via remote connection (desktop and server). • Managing and maintaining virtualization systems on Hyper V 2008 & 2012. • Server monitoring and troubleshooting through SCOM 2012 and Solar winds. • Windows operating system; Microsoft software and non-Microsoft applications deployment through SCCM 2012. • Active directory administration and maintenance. • DHCP administration and maintenance

Working period	**nuo 2012.12 iki 2013.11**
Company name	ABSA ATM CASH CENTRE
You were working at:	Banking
Occupation	ATM Custodian
What you did at this job position?	• Replenish Automated Teller Machine (ATMs) and maintain ATM availability within agreed Service Level Agreements (SLA). • To external and internal customers Receive and sign for ATM keys from guarding services. • Draw the list of cash requirements per ATM from the recommendation load report Receive cash from treasury clerks. • Bundle count money received from treasury clerk and verify amount Pack cash into stop loss bag Hand stop loss bags with cash over to the Cash in Transit (CIT). • Adhere to RASC cash limit policy and procuders. • Verify the slip to the number of deposits in deposit bin and seal those deposits into a stop loss bag. • Remove retained cards from ATM and write it up on the Retained Card Report Collect. • Rejected notes as soiled and half value notes from the ATMReport and deposit into RASC account. • Report lost or damaged door keys as well as Trackeys to Rasc manager immediately. • Balance each ATMs cash on route once every two weeks by counting the cash note for note and do a balance initiate request on the back panel.

Working period	**nuo 2006.11 iki 2012.11**
Company name	ABSA PRETORIA
You were working at:	Sales consultant
Occupation	ABSA Sales / Home Loan Consultant
What you did at this job position?	• Dealing with customers on first point of contact. • Follow up with policy holders on existing or any related issues or claims. • Ensure all service level agreements are met/adhere to all customers' services level agreement. • Proper record keeping of all non-conference/complains register. • Ensure pro-active handling of complaints and monitor complains register. • Compile monthly stats and reports of daily sales and monthly performance. • CEBS ratings adhere to as per policy and procedures. • Schedule of arrangements for customers meeting/appointment on sales record. • Submit reconciliations listings for audit checks on cheque book library/credit cards. • Cash Count tellers/treasury clerk on a monthly surprise basis. • Opening and closing of accounts. • FICA clients as per banking policy and procedures. • Score/capture personal, vehicle, and home loans applications on FBSS systems

Working period	**nuo 2013.01 iki 2014.10**
Company name	Trustco Financial Services Pty
You were working at:	Sales administrator
Occupation	Data Lead / Sales Support Administrator
What you did at this job position?	• Supervise/Support 55 branches nationwide including Call Centre and Field Agents activation team by capturing data/leads on the system. • Analyse stats report on a daily basis to identify performance>problems and address to relevant department. • Do Call Centre Stats/Report/Graphics charts performance conversation ratio performance achievement competitions/promotion outcome of Call Centre Stats/Leads and Database. • Primary responsibility of Performance Development and IT Support team to make sure Production system is up and running. • Responsible for any issue occurred in Production System raised by Customers/Call Centre or Agents to be solved within the SLA. • Data issue/check and process the Leads as per the requirements. • Assist with monitoring real time telephone statistics through PPL/Call Centre's Call Management. • System (CMS). • Responsible for handling incidents and tickets causing service disruption on the system. • Mapping if any Leads failed with mapping error, highlight it and take help from development team to fix the issue. • Any changes that should not be carried out directly in production. • Keep monitoring the system and see any issues or alerts of failed Leads, take the necessary actions. • Responsible to maintain the monitoring report of Production Leads flow includes successful as well as failed Leads. • Co-ordinate with other teams if issue require multiple team involvement. • Warehouse or Orders or high priority items and equipment's. • Responsible for doing proper transportation from development-->quality-->production system. • Responsible for providing system access to right person with right access. • Work closely with the database administrator to quantify processing impact on Data/Leads. • Databases and assist in performance tuning.

Education

Educational period	**nuo 2003.01 iki 2004.11**
Degree	Diploma
Educational institution	Rekenaarskool Boland - Kimberley
Educational qualification	1 year Computer Technician / 1 year IT Diploma MOUS
I could work	Any IT jobs and administrator

Languages

Language	Speaking level	Understanding level	Writing level
Afrikaans	very good	very good	very good
English	good	good	good

Computer knowledge

• Sever +

• Introduction to Linux and Unix

1 Year IT National Diploma MOUS (Microsoft-Office-User Specialist) 2003

Recommendations

Contact person	Raymond Pieterse

Microsoft Courses Rekenaarskool Boland

Occupation	IT Senior Engineer
Company	Sun International (Carnival City Casino) JHB

• MOS Microsoft Office Word 1/11

Telephone number	079 673 4743 / 011 898 7040

• MOS Microsoft Office Excel. 1/11

Email address	raymond.pieterse@suninternational.com

• MOS Microsoft Office PowerPoint. 1/11

Additional information
• MOS Microsoft Office Outlook. 1/11

Your Hobbies
• MOS Microsoft Office Access. 1/11 soccer

Driver License
• MOS Microsoft Office SharePoint. 1/11 C1 Heavy Vehicle 3,500kg - 16,000kg

Driver License
• MOS Microsoft Office Publisher. 1/11 2017-03-00 (7 years)

Salary you wish
• MOS Microsoft Office Lync. 1/11   10000 R per month

• MOS Microsoft Office Presentation. 1/11

• MOS Microsoft Office FrontPage 1/11

• MOS Microsoft Office Pastel 1/11

• MOS Microsoft Office Project 1/11

1 Year IT National Computer Technician Diploma 2004

Microsoft Courses Rekenaarskool Boland

• PC Fundamentals Operating

• PC Fundamental Hardware

• Networking/Networking+

• A+ Complete/ Core

• Operating Systems

• I Net+