



Shane Oliver

Curriculum Vitae (CV)

What job i'm looking for? My positive points

- Handled petty cash, computer coordination, and data integration.
- Conducted training and education sessions for technical staff.
- Managed asset register, time and attendance, leave reports, and disciplinary hearings.
- Facilitated performance appraisals and coordinated administrative support.

****Wine/Bar Steward****

Cellars Hohenort Hotel – Constantia (1992 – 1994)

- Provided wine and bar service to hotel guests.

****Access Control Installation****

AVS Fire Detection (1991 - 1992)

- Installed access control systems.

****Courses Completed:****

- SAP (Technical Master Data Creation, SAP CRM)
- Labour Relations Initiators/Presiding Officer Course
- Advanced Customer Service
- Telephone Management Skills
- Project Management
- Office Health and Safety
- Fire Warden
- Advanced Multiculturalism
- MS Office
- First Aid Training

****Skills:****

- Advanced Excel skills
- Computer programming
- Proficiency in Microsoft Word, PowerPoint, Visio, Outlook, Access

****References:****

1. Mr. David Hawes

Operational Manager, City of Cape Town

Email: David.Hawes@capetown.gov.za

Phone: 084 300 0648

2. Mrs. Helen Tyers

Admin Officer 2, City of Cape Town
 Email: Helen.Tyers@capetown.gov.za
 Phone: 066 035 2747

3. Mrs. Pumeza Soga
 Head of Assessments, Tygerberg Medical Campus
 Email: psoga@sun.ac.za
 Phone: 084 559 0948

Preferred occupation: Customer care agent
 I am looking for something in customer service of technical support. I have experience in customer support for 25 years and wish to bring my grey hair and experience to any team.
 Preferred work location: Cape Town
 Western Cape

Experienced professional with a strong background in administrative roles, including office

Contacts and general information about me

management, customer support, and technical coordination. Skilled in supervising teams, handling administrative tasks, and providing exceptional customer service. Proficient in SAP, Microsoft Office Residential location: Northern Suburbs
 Suite, and technical troubleshooting. Seeking opportunities to leverage expertise in a dynamic work

environment.
 Telephone number: Information is available only for registered users.
[Sign in](#)

Email address: Information is available only for registered users.
 Education:
[Sign in](#)

- BSC Information Systems, UNISA, 1998 - 2004

Work experience: Relevant Modules: Programming, Information Systems, Formal Logic, Business Management

Working period: Secondary School, 1991.01 iki 1992.12

Company name: Mathematics, Physics, Biology, AfS Systems, Afrikaans

You were working at: Electricians

Occupation: Installer

What you did at this job position? Access control installation and Fire alarm systems

Current Employment:

Working period: **nuo 1993.02 iki 1995**

Deputy Convener/Examination Invigilator

Company name: Cellers-Hohenhort Hotel

Stellenbosch University Tygerberg Medical Campus

You were working at: Bartenders

- Administrative functions including completing claim forms, student registrations, reconciliations of Occupation: Wine stewards

equipment, and exam invigilation.

What you did at this job position? Barman and wine steward

- Managing student queries related to examinations and assisting with the SunLearn system.

Working period: **nuo 1995.02 iki 2019.02**

Previous Employment:
 Company name: City of Cape Town

Office Manager/Admin Officer
 You were working at: Administrators

City of Cape Town (1995 - 2019 January)
 Occupation: Admin Officer

Supervised support teams for Prepaid metering client services across Cape Town.
 What you did at this job position? Managing contact center support staff

- Managed customer and technical support via telephone and two-way radio.

Education

Educational period	nuo 2020.01 iki 2022.01
Degree	Degree
Educational institution	UNISA
Educational qualification	BSC Information systems

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
Afrikaans	fluent	fluent	fluent

Computer knowledge

Microsoft Office, Excell, Powerpoint, Access and Share Point
Delphi, Pascal and C++

Recommendations

Contact person	David Hawes
Occupation	Coordinator
Company	City Of Cape Town
Telephone number	084 300 0648
Email address	David.Hawes@capetown.gov.za

Additional information

Salary you wish	15000 R per month
How much do you earn now	20000 R per month