



# Roger Atherstone

Curriculum Vitae (CV)

**What job i'm looking for? My positive points**

agreement creation, invoicing, and handing over to services for implementation.

- By researching, testing, packaging, and implementing various products, we have opened up new avenues for growth. These products, whether for resell or internal use, have led to increased revenue streams of 35%+ and have significantly expanded the company's offerings to its clients.
- Built new Service Level Agreement (SLA) offerings to expand the managed services portfolio.

**Preferred occupation:** IT Operations  
 A seasoned IT Executive demonstrates expertise in supporting the continued growth and innovation of the business by introducing new digital technologies. Recognised for combining technical and business acumen while exercising strong judgment by aligning technology strategies with business operations to sustain performance. Key proficiencies lie in formulating and implementing IT

**Contacts and general information about me**

strategies that ensure the delivery of capabilities crucial for business success. I have a proven track record of leading high-performing professionals, instilling in them a commitment to achieving ambitious goals and driving results. Skilled in influencing and securing stakeholders, with a strong focus on effective communication and a dedication to excellence in customer service delivery.

**Day of birth:** 1982-09-18 (41 years old)  
**Gender:** Male  
**Residential location:** Johannesburg

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

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

**Additional information:**

**Salary you wish:** 100000 R per month

**How much have you researched, planned, and implemented:** 91300 R per month  
 I have researched, planned, and implemented a Professional Services Automation (PSA) system. This system effectively manages agreements and ticketing for the Technical Service team, leading to an immediate revenue increase of +-25-30% for the Service Department.

- Diligently research identified products that could seamlessly integrate the Professional Services Automation (PSA) and accounting package. This integration eliminated the manual invoicing process, significantly reducing human error and streamlining invoicing operations, a key step towards enhancing overall efficiency.
- Through thorough research, planning, and implementation, we introduced a Remote Monitoring and Management (RMM) tool. This tool streamlined service offerings and allowed the introduction of new products into the existing portfolio. The seamless integration into the Professional Services Automation (PSA) further enhanced operational efficiency, sparking excitement and hope for the future of the company's operations.
- Researched, planned, and implemented new quoting tools for the Sales Department, which enabled them to be more professionally put together. This was integrated into the Professional Services Automation (PSA) to ensure seamless processes from quoting, quote acceptance,