



# 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.*  
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## 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 procedures.
- 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 Trackkeys 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	<b>nuo 2003.01 iki 2004.11</b>
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**

Microsoft Office Outlook. 1/11

Microsoft Office Access. 1/11 soccer

Microsoft Office SharePoint. 1/11 Heavy Vehicle 3,500kg - 16,000kg

Microsoft Office Publisher. 1/2017-03-00 (7 years)

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+