DAVID H MAREE - CURRICULUM VITAE

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📍 Ballito, KZN, South Africa

LINKS

- www.davidmaree.com

EDUCATION

Certificate: VoIP - Com.X Advanced Intermediate Course
FarSouth, Cape Town, January 2011

Certificate: VoIP - Com.X1 Administrators Course (IPPBX)
FarSouth, Cape Town, January 2010

Certificate: Microsoft
Microsoft Partner, Durban, January 2002

Certificate: Seagate Storage Partner
Seagate Partner, Durban, January 2002

Certificate: Intel Product Integrator
Intel IPI, Durban, January 2001

Certificate: Microsoft OEM Systems

PROFESSIONAL SUMMARY

Busy with 189 immigration VISA.

Born on the 18th February 1974
I am a highly motivated and experienced IT professional with over 30 years of experience in various fields and levels. I am a person that loves learning new things and adaptable to change, and I am always eager to take on challenges.
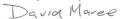I am also a team player, and I am always willing to help others.

I am a results-oriented individual who is driven to succeed. I am also a creative thinker, and I am always looking for new and innovative ways to solve problems. I am confident that I can make a significant contribution to any team or organization.

Here are some of my key strengths:
- Strong problem-solving skills
- Excellent analytical and reasoning skills
- Ability to work independently and as part of a team.
- Excellent communication and interpersonal skills.
- Highly motivated and results oriented.
- Willingness to learn and adapt to new challenges.

I am confident that I would be a valuable asset to your organization. I am eager to learn more about the position and I am available for an interview at your earliest convenience.

Thank you for your time and consideration.

David Maree

SKILLS

- I have over 25 year experience in IT / ITC
- Experience in Desktop, Server, LAN, WAN, WLAN and IP PBX
- Dealing with Hardware, Software, Support, Sales and Customer Relations
- Project Management
- Implementation
- Install hardware and software.
- Marketing, Online Marketing and web sites.
- Good Leader.
- Capable of thinking inside and outside the box.
- I find it easy to go into difficult situations and think on my feet.
- I find it easy to work with other people above, below or in other departments.

- Corporate Strategy and Developme
- Customer Service
- System Configuration
- Change and Growth Management
- Approachable and Outgoing
- Employee Motivation and Performance
- Technical Support
- Sales Growth
- Equipment Maintenance
- Departmental Coordination
- People and Culture
- Innovative and Visionary
- Client Needs Assessment
- Project Oversight
- Adaptable and Flexible
- Effective Communicator and Public Speaker

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Microsoft OEM System Builder, Durban, January 1998

Certificate: Networking Essentials #578
Workgroup Institute of Advanced Software Technolog, Johannesburg, January 1997

Certificate: Windows & MS-DOS
Windows Academy, Johannesburg, January 1995

Certificate: National Service (Infantary)
SANDF, Ladysmith, January 1993

Certificate: MS-Dos

Richards Bay Technical College, Richards Bay, January 1991

- I always give my best and look out for the companies needs before myself.
- Always looking for perfection and customer satisfaction.
- Business-to-Business Sales.
- Network Hardware and Software Maintenance.
- Happy to dive in to get issues resolve when needed.
- Competent with power tools.
- Preventative Maintenance
- Equipment Repair
- Human Resource Management
- Training and Development
- Marketing and Advertising
- Business Planning
- Operations Oversight
- Hiring Procedures
- Relationship Management
- Marketing Strategy Development
- Risk and Mitigation Analysis
- Office Management

- Employee Relations
- Leadership and People Development
- Results Orientation
- Business Consulting
- Balanced Work Ethic
- Crisis Management
- Expectation Management
- Process Improvement
- Management Team Leadership
- Develop Business Structures
- Raising Capital
- Negotiation
- Documentation

WORK HISTORY

August 2013 - Current
SupportCALL (PTY) LTD - Owner/Operator, Durban, South Africa

- Trained and assisted subcontractors to complete tasks as specified by clients.
- Perform daily business functions.
- Kept all equipment functional and well-organized to promote business performance.
- Spoke professionally with customers at a very understandable level regarding complaints, gathering all necessary information to make educated decisions and address issues.
- Managed day-to-day business operations.
- Developed and nurtured lasting customer relationships by projecting a professional and approachable image and responding quickly to logistical and scheduling issues.
- Consulted with customers to assess needs and propose optimal solutions.
- Prepared annual budgets with controls to prevent overages.
- Assessed income and expenses and adapted plans to improve profit levels.
- Crafted engaging sales copy and eye-catching graphics for inventive client presentations.
- Fostered strong professional network and partnership-building skills to connect with quality leads.
- Developed business plan, processes, and procedures to provide superior products and services to customers.

- Completed regular inspections and maintenance actions, as well as basic equipment repairs, to keep equipment operating at peak levels.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Tested and installed motherboards, processors, and graphics cards on desktops and laptops for corporate staff.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Linked computers to network and peripheral equipment.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Refurbished PC systems and peripherals such as monitors, networking equipment, printers, and more.
- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Completed routine and complex software installations, assisting users of various levels of computer sophistication in the operation of new and existing software.
- Performed installation, maintenance and repair for complex internal computer hardware and various software applications.
- Recommended new and replacement hardware and software purchases. Set up and maintain user accounts and client access.
- Followed detailed operational processes and procedures to appropriately analyze, escalate and assist in the remediation of information security incidents.
- Served as backup for staff members, responding to system failure and maintenance emergencies.
- Recovered critical information from data backups to restore functionality.
- Executed technology implementation projects with minimal downtimes and business disruptions.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Implemented internal quality standards to secure electronic records integrity.
- Performed troubleshooting to correct computer hardware and software malfunctions.

January 2008 - January 2011
Webstorm ISP (Pty) Ltd. - Technical Manager, Durban, South Africa
- Liaised between business and technology units to manage delivery schedules for applications.
- Developed suggestions for technical process improvements to optimize resources.
- Prepared status charts for daily management meetings in Excel and PowerPoint.
- Created, managed, and integrated application interoperability while coordinating updates and developing test cases.
- Recruited and trained IT team members.
- Gathered requirements and maintained communication between project teams, internal clients, and external stakeholders.
- Increased employee productivity through training and mentorship.
- Installed new systems and parts with an efficient approach.

- Repaired components, systems, and machines to control costs.

- Performed troubleshooting and diagnosis of malfunctioning equipment.

- Drafted preventive maintenance schedule to support equipment longevity.

- Completed preventive maintenance on set schedules.

- Tested components and systems to evaluate performance and identify concerns.

- Organized work to meet demanding production goals.

- Mentored junior technicians in maintenance, repair, and reporting duties.

- Applied critical thinking and research to address complex issues. Maintained compliance with regulatory standards and safety requirements.

June 2007 - March 2008
Computer Network Support - Network Engineer, Paraparaumu, New Zealand
- Various CNS clients.

- Assisted with ESET NOD32 rollout for RADIUS PHARMACY GROUP (>200 users)

- Assisted with server hardware upgrades for HOME CREATORS in addition to networking and various other desktop and network support calls.

March 2001 - March 2023
South African Internet Networking Technical Support Cc - Owner/Operator, Durban, South Africa
- Consulted with customers to assess needs and propose optimal solutions.

- Learned and implemented new software testing procedures.

- Purchased, set up and installed new computers.

- Managed end-user accounts and permissions, overseeing correct provisioning of access rights in accordance with security best practices and policies.

- Worked with various systems, software, and peripherals.

- Maintained servers and systems to keep networks fully operational during peak periods.

- Installed, configured, and maintained computer systems and network connections.

- Removed malware, ransomware, and other threats from laptops and desktop systems.

- Configured hardware, devices, and software.

- Diagnosed and troubleshot hardware, software and network issues.

January 2000 - March 2001
Accronym (PTY) Ltd - Senior Technician, Durban, South Africa
- Pre-2001 Accronym was the largest privately owned ICT company in South Africa.

- Install hardware and software.

- Look after clients' networks.

- The company was Liquidated 2001

January 1998 - March 2000
Ritzy IT (Pty) Ltd. - Technician Specialist, Durban, South African
- Was very instrumental in Ritzy's being acquired by Accronym (Pty) Ltd. (was the largest privately owned ICT company in South Africa at the time)

- Key in a large-scale hardware upgrade at Toyota Manufacturing Plant in Durban.

- Managed high levels of support.

- Responded promptly to incoming technical support requests.

- No current information

- Configured and installed hardware.

- Configured and installed software.

- Installed and configured operating systems and applications.

- Responded to customer inquiries and provided technical assistance over the phone and in person.

- Configured and tested new software and hardware.

- Diagnosed and troubleshot hardware, software and network issues.

January 1996 - March 1998
Computer Backup Services - Technician, Durban, South African
- Maintained quality assurance and customer satisfaction objectives.

- Meet demanding support goals.

- Completed job reports and logs immediately following service calls.

- Observed equipment operation to diagnose and troubleshoot reported issues.

- Build and repair desktops and laptops.

- Tested systems, noting issues and completing preventive maintenance.

- Demonstrated to customers proper methods for operating equipment after it had been installed.

February 1994 - March 1996
Sheriff of the Court, (Durban Central) - Deputy Sheriff, Durban, South Africa
- Self-motivated, with a strong sense of personal responsibility.

- Service of court documents.

- Attach property (movable and immovable)

- Effect attachment of ship cargo and fuel.

- Arrest ships.

January 1993 - January 1994
National Defense Force (Conscription, Army) - Infantryman, Ladysmith, South Africa
- Taught personnel to mitigate environmental hazards and properly use personal protective equipment such as chem gear for battle scenarios.

- Performed as a rifleman and a team member during situational training exercises and infantry combat and battle drills.

- Patrolled designated coverage areas and evaluated terrain for defensive use.

- Troop that went on more operation and helicopter operations than many temporary force members.

January 1990 - December 1992
Sheriff of the Court (Lower Umfolozi) - Deputy Sheriff, Richards Bay, South Africa
- Started as a deputy sheriff when I was still at school.

- Self-motivated, with a strong sense of personal responsibility.

- Service of court documents.

- Attach property (movable and immovable)

- Effect attachment of ship cargo and fuel.

- Arrest ships.

ACCOMPLISHMENTS

- National client that is part of the largest private hospital group in RSA since pre 2000
- Have a number of clients with over 10-15 years history as clients
- Involved on various levels with a number of large-scale upgrades and rollouts
- Was the key technician servicing Accronym's (a then client) before they acquired my then employer Ritzy IT
- Was Technical Manager and Senior Technician at Webstorm ISP, before the technical department was acquired by one of the directors.

CYCLING, ROCK CLIMBING AND HIKING

My wife roller skate and I would cycle with her. Hiking and rock climbing are another hobby shared with my wife, and are two outdoor activities that I enjoy for a variety of reasons. Mainly for the challenge of the hiking or rock climb, while enjoying the feeling of being in nature is always a great high. Hiking and rock climbing can also be a great way to get exercise and improve your physical fitness.
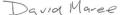
A FINALE WORD

I would like to thank you for your time and consideration.
I am confident that my skills and experience would be a valuable asset to your company.
I am eager to learn more about the position and the company, and I look forward to hearing from you soon.

Thank you very much and kind regards.

David Maree