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South Africa

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## LINKS

- [www.davidmaree.com](http://www.davidmaree.com)

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## 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

# DAVID H MAREE - CURRICULUM VITAE

## PROFESSIONAL SUMMARY

Born on the 18<sup>th</sup> 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 adapting 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.

As an experienced professional, guiding client toward optimal solutions.

Responsibilities also include:

### Strategic Guidance:

- Advising individuals, business owners, and companies on the best paths for their unique situations.
- Identifying new directions and opportunities beyond their current trajectory.

### Solution Design and Implementation:

- Crafting customized solutions to address specific challenges.
- Designing a clear path forward, considering both short-term and long-term goals.

### Rollout and Execution:

- Overseeing the implementation of proposed solutions.
- Ensuring smooth execution from inception to completion.

### Maintenance and Support:

- Providing ongoing support to maintain the implemented solutions.
- Addressing any issues that arise during the journey.

Role also involves proactive problem-solving, risk assessment, and effective communication with stakeholders. By navigating challenges and seizing opportunities, helping organizations thrive on their chosen paths.

I am confident that I would be an 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*

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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

## 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
  - 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
  - Corporate Strategy and Development
  - 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
  - Employee Relations
  - Leadership and People Developer
  - Results Orientation
  - Business Consulting
  - Balanced Work Ethic
  - Crisis Management
  - Expectation Management
  - Process Improvement
  - Management Team Leadership
  - Develop Business Structures
  - Raising Capital
  - Negotiation
  - Documentation
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## 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 troubleshoot 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 troubleshoot 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.
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## 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.
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## CYCLING, ROCK CLIMBING AND HIKING

We love being active and in nature. My wife enjoys roller skating while I cycle alongside her. We also share a passion for hiking and rock climbing, two outdoor activities I enjoy for both the physical challenge and the opportunity to connect with nature. These activities not only provide a sense of adventure but also help improve fitness, overall well-being and our bond.

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## 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*