Curriculum Vitae

Jacques Oosthuizen

PERSONAL:

Name:	Jacques Oosthuizen
Gender:	Male
Dependants:	Three
ID No:	840220 5004 088
Birth Date:	20th February 1984
Citizenship:	South African
Driver's License:	Code B
Language:	Afrikaans, English
	Excellent in speaking and writing
Contact Details:	083 279 7907
Email address:	Jacques.Oosthuizen@gmail.com

EDUCATION:
Secondary School:

Hoërskool Overkruin	1998 until 2002

EMPLOYMENT:
Current Employment

Employer:	360 Smart Networks (US) (It Systems Engineer)
Period:	December 2020 – Current
Duties:	Active directory management. Office365 and Azure support. Sophos Firewall and Cisco Meraki support/management, Connectwise Manage ticketing system, Labtech Automate and ITGlue for document management. Vmware ESXI support, Storagecraft management. Mimecast support and management. Mitel and shoretel Pabx system. Duo MFA system.

Previous Employment

Employer:	Support Adventure – Techify (Canada) (ROC Specialist)
Period:	November 2020 – February 2020
Duties:	Active directory management. Office365 and Azure support. Sophos Firewall and Cisco Meraki support/management, Connectwise Manage ticketing system, Labtech Automate and ITGlue for document management. Vmware ESXI support, Datto and Storagecraft management.

Employer:	Tsogo Sun – Monte Casino (IT Systems Engineer)
Period:	September 2019 - April 2012
Duties:	Backup and disaster recovery management, support and implementation(Veeam for Casinos, Carbonite previously Seagate Evault backup system for Hotels) consisting of all hotels and casinos nationally and internationally. Active directory management. Audit and risk assessment and compliance.
	Fraud investigations consisting of data recovery, financial data check and comparisons. Hyper-v migrations, setup and management, Virtualization. Dns and dhcp configurations and maintenance. Support desk management and single point of contact for IT issues and escalations.
	Project management relating to backup software roll out and implementation. Setup and

maintain SOP's and policies. Change management and implementation. Software/hardware POC testing. Vendor management. Monthly billing and accounting from vendors to different hotels. Monthly meetings with suppliers/vendors to optimize business.

Employer: Gijima – Fourways (Field Service Engineer III)
Period: March 2012 - May 2008.
Duties: I was employed as a Field Service Engineer. I repaired and installed printers and computers, reload computers, worked on servers, setup email and internet accounts on POP and Exchange, also supported clients via telecommunication, and did problem solving for all software and hardware related issues. I supported Southern Sun head office and three hotels in the Fourways area along with all back-office calls nationally. I assisted in server hardware and software changes and active directory updates.
Clients Supported: Capitec, Afgri, Harvey World Travel, Kelly Group, Gijima AST, Renault, Santam, Sanlam and Southern Sun

Employer: Gijima Ast - Nelspruit
Period: April 2008 - December 2004
Duties: I was employed as a Field Service Engineer. I repaired and installed printers and computers, reload computers, worked on servers, setup email and internet accounts on POP and Exchange, and also supported clients via telecommunication, and did problem solving for all software and hardware related issues.
Clients Supported: ABSA, Old Mutual, Logical Options, Southern Sun, Corobrik, Capitec Bank, Harvey World Travel, Murray & Roberts Steel and Ninham Shand.

Employer: A & D IT Consultants and Solutions.
Period: September 2004 - March 2003.
Duties: I was employed as an IT Technician and Computer Hardware Consultant. After 6 months, I took over all day to day callouts, repairs and support. Managed and handled Network infrastructure installations, Servers and repairs. I have audited hardware and software, for companies and departments such as the 'Department of Home Affairs', in the Limpopo and Mpumalanga Regions. My duties also consisted of sales of hardware, software and printing solutions

ABOUT ME:

I am an extremely hard working and organized individual; I always strive to satisfy all requirements and objectives assigned to me. I enjoy understanding every individual's needs, and can therefore provide them with quality service and support. I can achieve any goal I set my mind on, and will persevere on any task, until the project has been completed!

Thank you for your time in reading my CV, I look forward to hearing from you.

(Please note References, Courses to be done in future & Skill Summary to follow)

Kind regards,

Jacques Oosthuizen

REFERENCES:

Conrad Smit
Tsogo Sun – Infrastructure Manager.
082 566 9049
Colett De Klerk
Tsogo Sun - IT Finance Manager
083 284 3338
Theuns Botha

Gijima – Availability Service Manager
083 274 9172
Andre Huyser
Owner A & D IT Consultants
083 625 5864
Johan Blignaut
Previous Gijima AST – Senior Support Technician
083 300 5930

COURSES Completed

DELL Enterprise Certified to replace and log calls via online (https://techdirect.dell.com)
(storage devices, md1000 and 3000 series, Dell compellent,

HP Desktop and Notebooks
HP 3xxx 4xxx & 5xxx Series Printers, IBM Desktops, IBM Notebooks

HTML & CSS
PHP
MySQL
JavaScript
ITIL Foundations V3
Windows 7 Enterprise
680 TS: Windows 7, Configuring
685 PRO: Windows 7, Enterprise Desktop Support Technician
Veeam Certified Engineer 9.5
Cibecs Administrator
NE-20410   Installing and Configuring Windows Server 2012
NE-20411   Administering Windows Server 2012
NE-20412   Configuring Advanced Windows Server 2012 Services
Fortinet
Vmware 6.5
Webroot Certified
Conectwise Manage and Labtech Automate
Storagecraft (in progress)

SUMMARY OF SKILLS
Areas of Specialization

Hardware & Software Installation	Excellent practical experience
Networking	Excellent practical experience
UTP cable installations, server rack install	Excellent practical experience
Problem Solving on Hardware and Software	Excellent practical experience
Disaster Recovery, Planning and implementation	Excellent practical experience
Cloud/ Azure maintenance and support	Excellent practical experience
Database support and maintenance (SQL and Oracle)	Excellent practical experience
Storage and Data centre Support and management	Excellent practical experience

Project Handled and Completed

Dell Windows xp to windows 7 migration.   Handled all deployments nationally, Driver builds for desktop and

	laptops, Employed staff management as well as Contracted vendors. (Budget (R500 000+) (software and hardware needed, vendor costs, accommodation, travelling)
Server Migration 2008 to 2012.	Upgraded 23 hotels from a 2008 Hyper-V environment to Server 2012, upgraded and migrated Client data, Operating systems from 2008 and 2003 to 2012 as well as changed backup system from tape to offsite solution. Migration of physical workstations (Vingcard and Micros Interface) to Virtual server. (Budget R130 000+) Saving of over R40 000 per site by utilizing internal staff instead of contracting vendors for installations and migrations of Hotel Management System. Part of the migration setup was server cabinet maintenance and setup as to make sure old equipment is removed and cabinet is left in a neat and tidy state without compromising the systems.
Backup exec to Data Protection manager.	Upgraded and changed all 2012 servers from backup exec (no longer supported older versions) to Microsoft Data Protection Manager.
Data Protection Manager to Seagate Evault Backup.	Upgraded all hotels, Hosted environments (Vodacom Hosting centres) to new Evault Backup system. Reason for migration, Cost analysis was done for tape backup's vs off site backup for each site considering offsite storage with Metrofile, yearly tape replacements as well as failures of tape drives and tapes getting stuck. (Budget R300 000+) (New backup storage servers, 2x 2TB raid 1 for each site for local backups)

Policies, Procedures and Management (billing)

Step by step guide for Migrations	Full graphical step by step guide as to what to expect with regards to migration as well as troubleshooting errors and escalation steps.
Backup System	Full Procedures on how to check, manage and troubleshoot backups and supply reporting on successful and failed backups. Team consisted of 6 guys (split regionally) that each reported on their own hotels. Full management of Purchase requisitions for monthly billing and purchasing of new equipment.