



# CRAVEN COETZEE

ICT BUSINESS CONSULTANT, ANALYST, MANAGER

## PROFILE

As a business founder, manager, and ICT consultant for many years, as well as having a good understanding of software and database systems from my experience as a relational database programmer in a prior career, I have acquired the necessary skills to fulfil the roles as ICT Business Analyst, ICT Consultant and Business Manager

I have demonstrated problem-solving and analytical thinking skills in providing solutions and positive outcomes for my customers.

I have strong interpersonal and consultative skills acquired from liaising with management, listening to end-users, negotiation with third-party suppliers and contractors and translating technical jargon.

## CONTACT

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## HOBBIES

Hiking  
Wildlife Photography  
Tech Enthusiast

## EMPLOYMENT SUMMARY

Company	Roles	Dates
All Over IT limited	ICT Business Consultant	Apr 2019 ~ Current
Kondura Technologies	ICT Business Manager ICT Business Systems Analyst & Consultant	Oct 1998 ~ Mar 2018
Compustat (Pty) Ltd.	ICT Consultant Senior Network Engineer	Apr 1997 ~ Sep 1998
Orderite (Pty) Ltd.	Programmer IT Network Engineer	Dec 1993 ~ Mar 1997
Kondura Software Dev.	Programmer IT Consultant	Oct 1993 ~ Nov 1993
Digipoint (Pty) Ltd.	Programmer IT Network Engineer	Mar 1993 ~ Sep 1993
Orderite (Pty) Ltd.	Programmer IT Network Engineer	Jan 1991 ~ Feb 1993
Computer Warehouse	Junior IT technician	Jun 1988 ~ Nov 1990

## SOME TECHNOLOGY SKILLS

Description	Exp	Skill
MS Office (Word, Excel, PowerPoint, Outlook)	25	★★★★★
SharePoint, Teams, OneDrive, Collaboration Apps	7	★★★★★
Microsoft 365 Apps / Cloud eco-system	8	★★★★☆
Google Cloud / Apps / Services eco-system	5	★★★★☆
Scripting (Python, SQL, AWS, PowerShell, DOS)	10	★★★★☆
Data analysis, data scraping (mining), reporting	25	★★★★★
Microsoft Windows Servers, networking, etc	25	★★★★☆
PC, Mac, Linux & mobile general O/S knowledge	25	★★★★☆
Computer Virtualization (Hyper-V)	12	★★★★☆
Networking, Routing, Internet Services, etc.	25	★★★★☆
PABX, VoIP, Video Conferencing, Cloud Telecom	7	★★★★☆
Understanding of Programming Technologies	8	★★★★☆
Understanding of Mail Servers & Web Technology	20	★★★★☆
Project Frameworks (ITIL, PRINCE2)	3	★★★★☆
Data + Visual tools eg. Power BI, Visio, Project	2	★★★★☆

## EMPLOYMENT HISTORY & ROLES

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### **ALL OVER IT LIMITED - ICT Business Consultant, Analyst**

Apr 2019 to present

- ICT consulting and analysis of existing systems, advising on improvements to upsell and provide new products and services to improve productivity, increase reliability and reduce costs.
- Supplying, configuring, and implementing new client systems & solutions.
- Providing user training and advice on all aspects of ICT, eg. Office365 Cloud Services, Applications, Communication systems.
- Liaising on behalf of customers with third-party contractors and suppliers to ensure business processes and best practices and procedures are adhered to.
- Use critical thinking to break down problems, evaluate solutions and make decisions.
- Provide "Tech Support" for all manner of computer, PC, Mac, iPhone, Android, Windows, Networking, WiFi, routers, Google Cloud Apps & Services, Office 365 services, 3<sup>rd</sup> Party software application errors, issues and problems.
- Migrate on-premises and older mail systems to cloud solutions.
- Migrated from one cloud eco-system to another.
- Provided training, documentation and even created video tutorials in some cases.
- Install and setup Intrusion Prevention Systems (IPS), Configure WiFi mesh systems, routers & other firewalls.
- Assist with trouble-shooting various web-site technologies. eg. Kajabi, WordPress, Cloudflare, SquareSpace.

### **KONDURA TECHNOLOGIES CC - ICT Business Owner / ICT Business Manager and ICT Business Systems Consultant & Analyst**

Oct 1998 to Feb 2018

#### **MANAGEMENT DUTIES - ICT Business Owner / Manager**

- Chaired monthly briefings to report on projects and service delivery status and provided updates to management.
- Created internal business plans, budgets, managed, mentored employees, administered debtors, creditors, stock control, billing, and support processes.
- Became experienced with all aspects of managing, delegating, outsourcing tasks in a successful ICT Consulting business.
- Managed team of technical employees as well as administration and sales employees, overseeing hiring, training, and professional growth of employees.
- Identified issues, analysed information and provided solutions to problems.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions and delegating the best resources to effectively resolve their issues.
- Supervised work of contracted employees to keep on task for timely completion of projects.
- Developed and maintained courteous and effective working relationships with customers and management.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Oversaw daily operations and delegated tasks as necessary to ensure high levels of productivity.
- Mapped processes, gathered data, authored documents such as business and functional requirements.
- Wrote and updated policies and procedures to ensure customers met government, banking, and legal compliance and regulations.
- Managed and assisted third-party suppliers on behalf of customers to ensure that their applications and services ran smoothly on-site, were compatible and compliant with internal customer policies.
- Consulted, designed, and delivered Preventative Maintenance Service Level Agreements (SLA) to customers.
- Ensured customer hardware assets, software licenses were documented, compliant, and insured to minimize risk.
- Explained and provided technical advice to non-technical management at clients as well as provide / delegate basic training to users.
- Assisted customers in community and government projects such as protection of information/privacy legislation.
- Drove business growth via sales & marketing projects to new and existing customers.
- Looking for opportunities with existing customers to improve existing systems and upsell new solutions.
- Managed and delegated a team of employees to assist client users with consulting, technical ICT support and training.
- Promoted and marketed the company via social media including writing blogs and providing video guides and promotional material.

#### **TECHNICAL DUTIES - ICT Business Systems Consultant & Analyst**

- migrated many customers on-premises services & servers to Office 365 including Exchange & SharePoint online.
- Implementation of security and "best practices" for information protection.
- Experimentation and implementation of new Information Technologies to learn new skills as well as acquire new business opportunities.
- As an IT vendor, supplied, configured, and managed various brands of servers, operating systems, firewalls, hardware.
- Created solutions to network design issues including switches, cabling, and wireless. Implemented secure servers as well as Microsoft Remote Desktop Services (RDS – formally Terminal Server)

- Migrated physical servers, data, and services to a virtualized environment (Hyper-V) either on-site or a cloud solution.
- Configured, and managed fail-over and recovery systems including backup solutions, data redundancy, internet redundancy, and power backup systems.
- Configured and managed Network Intrusion Detection System (IDS) software and appliances as well as other cyber-security and managed antivirus services.
- Configured switches and routers – both corporate, prosumer and consumer-grade appliances.
- Configured corporate and consumer-grade wireless networks
- Configured, maintained, trained on use of VoIP cloud PABX systems.
- Managed and maintained all customer ICT systems, printers, infrastructure.
- Performed data recovery, reinstatement, and configuration to the operational state of servers, applications.
- Did pre-sales consultancy and fault-finding on customer systems to establish new business opportunities.
- Offered System support by phone, e-mail, and remote desktop.
- Assisted customers with setting up infrastructure that permitted users to BYOD, bring their own devices, but still maintain the integrity and security to protect their systems using VPN's.
- during the 2000 "Y2K", used my programming, Lotus 123 and Excel skills to write new applications (in Clarion for Windows) to replace old problematic utilities some attorneys were using to calculate interest payments to trust accounts

### **COMPUSTAT (PTY) LTD. - ICT Consultant | Senior Network Engineer**

Apr 1997 to Sep 1998

- supported IT infrastructure of small, micro, medium enterprises (up to about 200 users on-site - mostly attorneys and accounting firms) as well as sub-contracted on behalf of national IT company.
- provided ICT Technical Support and sales ensured government and legal compliance of systems, policies, and procedures.
- provided Desktop, Server Support, Installation, Configuration and Management assisted customers with translation of "tech speak"
- offered advice detailing costs and benefits, pros and cons of systems planned
- migrated old ICT systems, hardware, application software and operating systems to newer systems. eg. Novell to Microsoft Windows NT Servers, WordPerfect to MS Word, on-site Mercury POP3 mail servers to Exchange Servers, ArcNet to Ethernet cabling, etc.

### **ORDERITE (PTY) LTD. T/A CUPIDOLLS – Database Programmer | IT Network Engineer**

Dec 1993 to Mar 1997

- gathered information from end-users, designed and re-wrote previous code of a full retail Point-of-Sale application from Clipper to Clarion for DOS.
- documented the software for training purposes as well as wrote well commented, maintainable code.
- added new features and provided training as per the customer requirements
- experimented on writing in C on SCO Unix V connected via serial cables, but later opted to host the application on Novell Servers with a higher-level language (Clipper / Clarion)
- provided IT hardware and network support as well as my database coding services.
- On two separate occasions, for a total period of about a year, assisted the owner with business ventures in the USA with marketing / sales of some of his other products.

### **KONDURA SOFTWARE DEVELOPMENTS – Database Programmer | IT Consultant | Self-Employed**

Oct 1993 to Nov 1993

- wrote an ice-cream cart management / inventory system
- wrote a furniture quotation application
- IT consulting work on basic desktop systems and peer-to-peer networks (eg. LANtastic)

### **DIGIPOINT (PTY) LTD. – Database Programmer | IT Network Engineer**

Mar 1993 to Sep 1993

- re-wrote an entire "meal-management" system from scratch that was 100 times faster than the existing system using Clipper and C programming languages
- gathered information from customer and designed reports and user interface according to their specifications.
- did a bit of basic IT technical work, cabling, etc.

**ORDERITE (PTY) LTD. T/A CUPIDOLLS – Database Programmer | IT Network Engineer**

Jan 1991 to Feb 1993

- wrote a Point-of-Sale application which would be expanded upon a few years later when I rejoined the company
- wrote highly maintainable, solid code for this software system, forming core framework for future expansion.
- IT technical PC and network (Novell) support

**COMPUTER WAREHOUSE – Junior IT technician & Sales**

Jun 1988 to Nov 1990

- computer and software sales and support
- basic troubleshooting, PC building and IT support
- had been using computers since 1981 and had a fair bit of technical knowledge that I assisted the sales team with.

**TRANSFERABLE “SOFT” SKILLS**

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- Tenacity
- Analytical thinking and problem solving
- Interpersonal and consultative
- Analytical thinking
- Problem-solving & troubleshooting
- Oral and written communication
- Detail-orientated and capable of delivering high levels of accuracy
- Strategic Planning, Project Management
- Process Improvement / Documentation
- Vendor Management / Managed Services
- Business Management / Administration
- Organizational Skills
- Data Analysis
- Public Speaking / Training / Leadership

**NOTABLE ACHIEVEMENTS**

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- Built a brand, a highly regarded company servicing some of the largest attorney firms in the Eastern Cape, South Africa retaining their business confidence in excess of twenty years.
- We never once lost a customer's server data while we were supporting their business and managing their services via one of our Service Level Agreements.
- Have recovered servers, infrastructure from a state of complete system failure including direct lightning strikes, fires, theft, encryption (ransomware), customer gross negligence, and hardware failure on numerous occasions.
- Microsoft Ethical Business Partner's "Clean Reseller" award was provided on numerous occasions.
- Recovered information in a high-profile national government politicians' legal case as well as assisting with numerous other legal investigations as well as credit in the book "Freddy Boy" written by Advocate Barry Pienaar for my IT assistance.
- Saved several clients from bankruptcy due to negligence and apathy of their previous IT service providers.

## **REGARDING COMPETENCE ON USE OF TECHNOLOGIES ILLUSTRATED IN TABLE ON FIRST PAGE**

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It is difficult to quantify from a rating out of 5 or 10 what level skill I have. I tend to prefer to be conservative and underestimate my skill level and over-deliver on service. I often use different tools or techniques depending on the raw data format to get the desired outcome. I'm exceptionally good at manipulating raw data and adding it to reports using Excel. Other tools are available such as Power BI, but I've only used these in limited situations recently.

If I believe a solution to a difficult problem is feasible, I am quite tenacious in finding that solution.

I used to use Visio for illustrating programming processes. I've used Microsoft project. I am familiar with Gantt charts, project processes etc. I have a thorough understanding of Microsoft Technologies and generally get up to speed considerably faster than most end-users. I have a very broad knowledge of many IT technologies.

Due to the unique experiences, I have encountered regarding various ICT and business problems, often working under difficult circumstances, often having limited resources, I am accustomed to being in situations where you either learn to swim quickly or drown. That said, I also know when to get help, get a second opinion. I know my limitations.

## **ADDITIONAL INFORMATION ON MY PROFILE AND SKILLS**

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I have been involved in planning and design of strategy, coordinated the implementation of projects for numerous customers.

I have excellent organizational skills acquired from having simultaneous projects active with multiple clients and needing to give monthly briefings and updates and reporting for stakeholders.

I have a philosophy that technology should be a benefit, not a hindrance, make a positive impact and have acquired the necessary facilitation skills to implement more efficient, practical, cost-effective, user-friendly solutions.

My oral and written communication skills are excellent and have been honed from communicating with stakeholders, analyzing systems, attempting to understand procedures and processes, improving upon them and then writing new and revising documentation, then reporting, updating clients, seeking improvements to their existing systems, looking at ways to upsell systems and solutions that add value by improving their productivity, efficiency or cost effectiveness. One of my primary strengths is as a communicator and I use this skill effectively to navigate all levels of the business hierarchy.

I am detail-orientated and have managed every ICT aspect of my client's business, from servers, cloud integrations, phone systems, security, guidance on SEO, social media, website advice to even assisting with third-party applications, to taking the initiative to learn a new ICT system and train their staff on those systems and applications.

I engage in continuous self-study and upskilling to keep my skill set and knowledge relevant. this includes self-study in systems, applications, and new processes and procedures.

I am in excellent health and double-vaccinated against COVID-19.

## **RECENT TECH PROJECTS, INTERESTS & UPSKILLING**

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I enjoy keeping my mind occupied with a technical problem or task - for example, most recently I set up another WordPress site, but with this one being on a Google cloud container on a Linux Distribution complete with generated SSL certificate. Also did some research for the benefit of a client on a SharePoint issue, as well as looking into a problem he had with MS Project. Also been tinkering with the new Windows Subsystem for Linux and used it practically recently to use a script to delete archives out of Amazon Web Services Vaults for a client.

I enjoy playing with technology. I have pretty much one of every device set up in my home purely to play with the tech, eg. Windows Notebook, iMac, MacBook, Windows PC, Alexa, Google Home, Siri, iPhone, iPad, Android Tablet, Samsung Phone, Smart Lights, CCTV connected as skills to Alexa, etc.

Thank you for taking the time to read and consider my Curriculum Vitae

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**Craven Coetzee**