Curriculum Vitae: Damian Goliath: +31 615 526 496

Personal Information

Last Name:	Goliath
First Name:	Damian Trevor
Gender:	Male
Age:	36
Identity Number:	860321 5009 088
BSN	500 456 550
Nationality:	South African
Languages:	English, Afrikaans and Dutch
Location:	Netherlands
Phone:	+31 615 526 496
Email:	damian@goliathprojects.eu
Driver's License:	Yes, Code 8 (B) Own Car
Marital Status:	Single
Dependents:	Yes, 2
Health:	Excellent
Availability:	30 days notice period (Full Time)

Professional and Career Profile

Career Objective

I started my career in 2005 as an IT Technician and slowly started investing in myself and gained vast knowledge and IT experience as a Team Lead, Service Desk Supervisor, Project Co-coordinator, Project Management and Test Analyst. I'm currently a Test Analyst \ Test Lead. My 13 years of ICT and Telecommunications Industry work experience has been diverse, which equips me on an overall for any position. My fields of interest are Project Management, Product & Business Development, Software Testing, Service Level Reporting, SAP Authorization, Service Level Management, Service Contract Management, Operations Management, Change Management,

Personal Profile

Proud father to two children Joshua Liam and Zoe Emily. In addition to keeping active, I coach and train hockey boys at the local hockey club in Lelystad Netherlands. Annually I complete in the Iron Man 70.3. I have a deep passion and enjoy learning about creative businesses and unique niche products. I enjoy traveling and connecting with like-minded people.

I am seeking a career that provides the opportunity for growth and knowledge acquisition within a dynamic and fast passed environment appeals to me. I am an articulate, disciplined, self-motivated individual. I have a high drive for success. I enjoy target driven work as I deem a great deal of personal esteem from my performance at work. Working under pressure and meeting tight deadlines is not only a challenge but also a judgment of my ability. I work well with others, keep good clear communication and can call myself a team player. A few of my strong points are good managerial skills, excellent people skills, loyalty, punctuality, dependability and an extremely hard worker.

Education \ Certificates \ Training

Date: 2022 – Present
Institute: Project Management Institute
Qualification: PMP Certification

Date: 2022
Institute: Professional Scrum Master I
Qualification: Scrum.org

Date: 2021
Institute: People Cert
Qualification: Prince2 Practitioner & Foundation

Date: March 2017
Institute: SAP Online Videos and Self Study
- **SAP System Security Fundamentals : ADM900**
- **SAP Authorization Concept : ADM940**
- **Secure SAP System Management : ADM950**

Date: March 2012 – August 2018
Institute: PM IDEAS
Qualification: Microsoft Power BI – Reporting Tool - JIRA - SpiraTest – Testing Tool

Date: July 2012
Institute: Dimension Data University - DDU
Qualification: PWA: EPM Financial Training

Date: February 2012
Institute: PM IDEAS
Qualification: Project Management Foundation –
CAPM (Certified Associate in Project Management)

Date: August 2011
Institute: iSolve Learning Solution
Qualification: Microsoft Office Project 2007 Level 1 & 2

Date: April 2011
Institute: Dimension Data University - DDU
Qualification: Essential Manager Series (EMS)
Managing People, Planning Organizing & Controlling, Facilitation Skills for Managers, Client Experience and Marketing, Understanding Finance.

Date: January 2011
Institute: Service Desk Institute
Qualification: SDA – Qualified Service Desk Analyst

Date:	September 2011
Institute:	Dimension Data University - DDU
Qualification:	**Effective People Management (EPM)**
	EQ, Coaching, Performance management.

Date:	March 2010
Institute:	Torque IT
Qualification:	**ITIL Foundation V3**

Date:	February 2008
Institute:	Torque IT
Qualification:	**CompTIA Certified A+**

Date:	February 2005
Institute:	CTI Bedfordview
Qualification:	**Information System: Software Development**
	End User Computing, Using Linux, Processing and logic Concepts, Program Design, Software Engineering, Relational Database Modeling & Design, SQL Server 2005

Date:	December 2004
Institute:	Northern Cape High – Kimberley
Qualification:	**Senior Certificate - Matric**
	English HG, Afrikaans HG, Geography HG, Mathematics SG, Science SG, Travel and Tourism HG

Technical Skills and Competencies

- Microsoft Office – Full Suite (2007 \ 2017)
- SAP Netweaver Business Client
- SAP GUI Installations and Authorization \ Account Creation
- Microsoft Power BI – Reporting Tool
- Jira \ SpiraTest : Testing Tool
- Active Directory, MS Exchange Server, Win 2000 – XP – 7 – Vista, Linux
- Enterprise Project Management (EPM \ PWA)
- Management and Client Support
- Microsoft Visio, Mind Manager 8, Microsoft SharePoint 2010, Microsoft Project 2007 \ 2010
- ITSM Service Now, HEAT, Marval, NICE, Avaya CMS, SAP
- Problem Solving & Decision Making
- People and Time Management
- Project Management Methodology (Primer, Prince2, SAFe(Agile))

Employment History

Position: Project Manager

Dimension Data / NTT | Netherlands| [Delivering digital transformation | NTT (global.ntt)](global.ntt)
2019 – Present
- NTT is a Global IT solution service provider
- Managed multiple Projects and a team of 15+ IT experts from all over the world.
- 90% of IT projects were completed ahead of schedule and within budget.
- Patched/upgraded and migrated 800+ core and distribution switches, servers, applications and databases.
- Worked with technologies such as Cisco, Meraki, Infoblox, Checkpoint, F5, ISE, MS Teams, Polycom, and Cisco Video Conferencing
- Coordinate internal resources and third parties/vendors for the flawless execution of multiple projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant internal stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule, and project costs using appropriate verification techniques
- Measure performance using appropriate project management tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and relevant stakeholders
- Perform risk management to minimize potential risks
- Establish and maintain relationships with third parties/vendors
- Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
- Meet budgetary objectives and adjust project constraints based on financial analysis
- Attend conferences and training as required to maintain proficiency
- Perform other related duties as assigned

Position: Test Analyst \ Project Manager

Dimension Data | Johannesburg | www.dimensiondata.com

March 2015 – 2019
- Provide support to the Build Programme Manager, SAP Test Lead, SAP Deployment Director
- Keep test tool configuration (user registration / clean up / amendments) updated
- Responsible for the Spiratest tool and process training material, including updates and provision of training to end users; ensure SpiraTest e-learning is kept current.
- Provide standard and customised test result reports, including trending of results across clients
- Creation of test releases, including relevant test scenarios and associated test scripts.

- Track and report on defects, recording detailed metrics and monitoring these to track progress and the outcomes of the test process
- Finalise and document final test results and prepare these for sign off
- Contribute to the implementation of improvements to internal systems, services and processes
- Provide support to the Build Programme Manager and the Deployment Programme Director
- Identifying the Target Test Items to be evaluated by the test effort
- Defining the appropriate tests required and any associated Test Data
- Evaluating the outcome of each test cycle
- Build progress meeting Data Migration progress meeting
- Test & Training progress meeting
- GIS GT Programme Update meeting
- Regional Programme update meetings (AU, ITaaS, APAC, MEA, EU, AM)
- Contribute to the implementation of improvements to internal systems, services and processes
- Conduct quality checks on all written communication distributed by you to internal clients.

Position: Solution Implementation Project Lead – Enterprise Business Unit

MTN Business | Johannesburg | www.mtn.co.za

April 2013 – July 2014

- As an Infrastructure Team Lead I was responsible for managing projects for key clients. This will be the management of ICT/ Data Centre/ International WAN rollouts
- Fiber Optic and Microwave Installations, VOIP (Hosted PBX and SIP Trunk)
- Tender bidding – project planning, scheduling and implementation strategies
- Full WAN Solution for Fiber Optics, Microwave, VOIP (Hosted PBX and SIP Trunks), Cisco Equipment, Data Centre Hosting, Virtual Servers, APNs, GSM solution implementation.
- Project planning, monitoring, controlling and reporting
- Ensure that the relevant project documentation is approved and managed
- Identify risks and issues, and have mitigation plans
- Provide the appropriate feedback to the correct stakeholders at the correct time and in the correct format pertaining to the progress of the projects/s
- Promptly make the relevant stakeholders aware of any risks and/or issues that requires attention and action both from a project management and technical perspective
- Manage the project budget.
- Adhere to the change process and manage project risks and facilitate issue resolution

Position: Infrastructure Coordinator – Team Lead – Project Office

Dimension Data | Johannesburg | www.dimensiondata.com

August 2012 – March 2013

- The Infrastructure Team Lead is responsible in managing the team's performance by ensuring timely implementation and administration of all IMACD requests through to a successful completion in-line with SLA and contract agreements.
- Manage small to medium projects within Group Technology LoB.
- Manage work allocation of new managed IMACDS across the IC team
- Building an amicable and effective working relationship with the ITO Account Managers
- Ensure that all financial and progress information for the IC team as a whole is accurate and up to date.
- Providing the appropriate guidance and mentorship to the IC team throughout the delivery of their work
- Acting as the initial point of escalation for any issues that might be experienced on active projects(IMACDs) and effectively managing the resolution and communication process through to completion
- Manage staff KPI's, career development and leave applications.
- Registration of the project and creation of project documentation and files on SharePoint as per the knowledge areas.
- Manage internal and external stakeholders including 3rd Parties
- Identify and source resources for the project
- Clearly define roles and responsibilities for all resources
- Project planning, monitoring, controlling and reporting
- Ensure that the relevant project documentation is approved and managed
- Identify risks and issues, and have mitigation plans
- Provide the appropriate feedback to the correct stakeholders at the correct time and in the correct format pertaining to the progress of the projects/s
- Promptly make the relevant stakeholders aware of any risks and/or issues that requires attention and action both from a project management and technical perspective
- Adhere to the change process and manage project risks and facilitate issue resolution
- Management of all resources throughout the project
- Manage the sign off and acceptance of deliverables
- Ensure the adherence to the Dimension Data project management framework (PRIMER)
- Participate in requirements analysis and scoping
- Work closely with the governance structures that are in place to effectively manage the environment assigned to.

Position: Project Manager

Dimension Data | Johannesburg | www.dimensiondata.com

July 2011 – Sept 2012

- Manage small to medium projects within Group Technology LOB.
- Uploading of project documentation on SharePoint.
- Manage artifacts according to PM Standards Policies and procedures
- Registration of the project and creation of project documentation and files on SharePoint as per the knowledge areas.
- Manage internal and external stakeholders including 3rd Parties
- Clearly define roles and responsibilities for all resources
- Project planning, monitoring, controlling and reporting
- Ensure that the relevant project documentation is approved and managed
- Identify risks and issues, and have mitigation plans
- Provide the appropriate feedback to the correct stakeholders at the correct time and in the correct format pertaining to the progress of the projects/s
- Promptly make the relevant stakeholders aware of any risks and/or issues that requires attention and action both from a project management and technical perspective
- Mange the project budget.
- Adhere to the change process and manage project risks and facilitate issue resolution
- Management of all resources throughout the project
- Manage the sign off and acceptance of deliverables
- Ensure the adherence to the Dimension Data project management framework (PRIMER)
- Participate in requirements analysis and scoping
- Work closely with the governance structures that are in place to effectively manage the environment assigned to.

Position: Service Desk Supervisor

Dimension Data | Johannesburg | www.dimensiondata.com

March 2010 – June 2011
- Managing a team of 14 1st line technicians on the service desk
- On a day to day base I make sure the service desk is available to service our client.
- Meet SLA and manage all incidents and user requests reported telephonically or via e-mail.
- I plan, schedule, motivate and analyses day to day activity on the Service desk.
- Pro-activity manage and report Capacity of agents on a daily bases.
- Report on available time the agents service our client.
- Report on agent's performance, service desk health Care reports, Quality assurance.
- Drive high performance on a daily bases
- Identify, formalize, communicate and manage all service improvement initiatives.
- Conduct weekly and monthly meetings with client and SDM on Service desk performance.

- Accountable to be the single point of contact for external clients
- Always creating Win – Win situations, there is always a solution
- Increase client satisfaction.

Position: IT Technician

Dimension Data | Johannesburg | www.dimensiondata.com

August 2009 – February 2010
- Implementing and supporting users Active Directory and Messaging environment
- Deployment and administration of SCCM and SCOM Infrastructure
- Action service requests related to Windows server operating systems, Active Directory and Exchange server
- Implementing, managing and running of Backups
- Troubleshoot, analyze and resolve systems problems related but not limited to Windows Server, Active Directory, Exchange Server and Storage infrastructures
- Rapidly deploy fixes to systems in response to newly identified stability and security threats
- Proactively monitor Active Directory, Exchange and Server Hardware performance, identify areas of concern and develop action plans to address them
- Maintain and coordinate servicing of all network connected servers and peripherals
- Daily, weekly and monthly applicable reports identified as part of the specific role as defined by management on a regular basis

Position: Head of 1st line Support on the Service Desk

Pfizer Pharmaceuticals | Johannesburg | www.pfizer.co.za

March 2007– August 2009
- Providing 1st & 2nd Line support and resolution of all problems within the agreed SLA.
- Installation, configuration and administration of client specific applications.
- Make advanced changes to Desktops on a daily basis based on the clients' requirement, following the change control process - as defined.
- Dial-up, 3G, VPN & Cell phone installation and support on Desktops.
- Log, Update, Follow up and Close calls on the call management system.
- Be accountable for all calls logged from inception to successful completion.
- Adherence to internal and ITIL-based processes & procedures.
- Daily, weekly and monthly applicable reports identified as part of the specific role as defined by management on a regular basis.

Position: IT Technician

ICAS South Africa | Johannesburg | www.icas.co.za

March 2006– February 2007
- Providing user support and problem resolution for desktop/laptop computers, network access, E-mail, Web, and server based applications.
- Creating and Managing users accounts in Active Directory
- Maintain an up to date process documentation and knowledge base items, including familiarization of processes and procedures on all shared information portals
- To handle e-mail and web logger support for all business units
- Training users on proper network, workstation, and software/application use

- Successful escalate 2nd & 3rd line support calls to appropriate level of support when required.
- Ownership of problems after escalation until problem resolution is achieved and closed successfully, ensuring that users are assisted efficiently within the SLA
- Correct logging and classification of problems reported by the users

Position: <u>IT Technician</u>

Technology Corporate Management (TCM) | Johannesburg | www.tcm.co.za

December 2005– February 2006
- Providing 1st and 2nd line support relating to email, networking and general desktop issues
- AD management such as resetting password and unlocking accounts, setting up shares for users on network
- Managing a call through its life cycle
- Migrating profiles from old hardware to new hardware
- Adding users to domain, Setting up new users
- Creating shared folders on file server and assigning correct security permissions to users.
- Ensuring correct group membership.
- Troubleshooting system functionality.

References

- Company: Dimension Data (Pty)
  Referee: **Mr. Francois Janse van Rensburg**
  Referee Designation: Programme Director
  Office: (011) 575 3536
  Mobile: 082 851 0948

- Company: Dimension Data (Pty)
  Referee: **Mrs. Yolande Hutcheons**
  Referee Designation: Programme Test Manager
  Office: (011) 575 4746
  Mobile: 072 7247574

- Company: Dimension Data (Pty)
  Referee: **Mrs. Beverley Butcher**
  Referee Designation: Service Centre Manager
  Office: (011) 575 3979
  Mobile: 082 468 4245

- Company: Pfizer Global Pharmaceuticals (Pty) Ltd
  Referee: **Mr. Charl Smit**
  Referee Designation: ICT Infrastructure Manager
  Office: (011) 320 6206
  Mobile: 082 907 0300

- Company: Technology Corporate Management (TCM)
  Referee: **Mr. Ettiene Smit**
  Referee Designation: MD TCM ICT
  Office: (011) 848 6223
  Mobile: 082 898 1715