

Gino Thomas

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Personal Statement

A high standard of professionalism in my work
The ability to remain calm and objective in all situations
The ability to quickly identify and resolve client problems
Able to work autonomously and in a team environment
A good sense of humour and the willingness to be part of a team

Key Skills

- NetApp Storage
- VMware

Employment History

Bytes Systems Integration

Storage Engineer

January 2012 to June 2017

- Provide technical services to the customer base as required.
- Certify in partner offer specializations (NetApp, VMware, Peerapp etc)
- Research partner's solutions/products for inclusion to Bytes BTS – GTM offers
- Make self-available to assist account management with customer issues and O EM liaison
- Contribute technical solution inputs for tenders and proposals based on GTM offer
- Design technical solutions for clients based on evolving new technology releases
- Interface with NetApp Technical personnel on issues.
- Ensure our SLA's with our customers are always adhered to.
- Liaise with the helpdesk to ensure calls are closed and reporting is accurate.
- Ensure all required documentation is completed

Logicalis SA

L3 Platform Engineer

July 2017 to Current

- Maintain service availability for customers by performing routine maintenance, failover testing, implementing best practices, pro-active monitoring of alerts and status changes etc.
- Find technical solutions to problems where necessary and practical, without compromising the commercial viability of current and future platform solutions.
- To stay up to date and accredited within the current technologies.
- Capturing repeat faults and undertaking root cause analysis.
- Proactive identification of fault trends.
- Where required perform the 'Lead Engineer' role for incident and problem management through to problem resolution

Education History

Norman Henshilwood High School

Matriculated '2007

University of South Africa

Program in Basic of Business

Varsity College

National Diploma in Information Technology
(1st year)

Bytes People Solutions

National Certificate in Information Technology:
Systems Support NQF Level 5

Certification and Achievements

(Transcripts available on request)

Microsoft ID #8431544

Windows 7, Configuration - Certified 29/06/2011 Certification no:D397-1907

Windows Server 2008 - Certified 26/04/2013 Certification no: E248-9347

Server Administrator 2008 - Certified 26/04/2013 Certification no:E248-9345ID

VMware ID #VMW-02109942S-02240320

Data Center Virtualization 2019 - Certified 27/02/2019

NetApp ID #NETAPP00038637

NCDA ONTAP, NCDA 7-Mode, NCIE SAN 7-Mode, NCIE SAN ONTAP, NCIE SAN E-Series, NCSIE ONTAP, NCSE, NAHSE, NCTA

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