

Wilfred Tshepo Seema

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OBJECTIVE

For the next job in my career I would like to move away from contract work and find myself a direct employment at a small to medium sized company in the Linux environment to utilize my vast technical experience to support and facilitate the organization's IT needs, thereby ensuring that the computer systems will function efficiently and securely

WORK EXPERIENCE

26 June 2019 to Present

MTN Group **MTN Foundation Champion Administrator**

Responsibilities:

- Administering the Windows MultiPoint Server 2012 from the network point to the end users' desktop
- Using vSpace Console to administer the workstation through the NComputing Technology
- Facilitating access control of users
- Assisting users on any related issues encountered on workstation

2017 May – 2017 August

Eskom **Senior Application Technical Server Specialist**

Responsibilities:

- Upgrading, installation, configuration, supporting, maintaining and managing patches on all Middleware, Oracle WebLogic, Oracle Application Server and Web servers
- Implementing and integrating existing middleware software for optimal functioning of current and newly developed applications
- Configuration of load-balancing for Applications, Reviewing hardware sizing and capacity
- Planning as required to support the solution of middleware tier
- Performance tuning of existing environment and making recommendations on upgrades required
- Investigating, documenting, creating knowledge base for issues and resolutions and advice on design documents relating to middleware and clustering
- Perform business process re-engineering for customer's technical environment and providing consultative service to customers
- Assist with testing, setting up test cases for technical architecture, disaster recovery plans, Security compliance, change management planning and execution
- Building, testing all technical architecture components/solutions and maintaining technical infrastructure reference documents

2015 July – 2016 January

Telkom-SA Group **Systems Engineer- Telkom Public Cloud Infrastructure Services**

Responsibilities:

- Ensuring optimal availability of the Cloud Infrastructure, Cloud Hosted Services, the Provisioning, OSS and BSS (Operations Support System and Business Support System) systems, hosting the Windows (Win2012 R2), Linux (CentOS, Ubuntu & Redhat) Cloud Services,

SugarCRM and Office365 and administration from front to back net, System Backups (Veeam software,XSIBackup) VMware_ESXI Hosts, Cloud-Linux running on HP-Systems and ensuring systems availability for business production,Configuring the System for auto-provisioning of Hosted VMs and Cloud-Services

- Coordinating activities of service provisioning to network nodes and integration of all new network elements into Provisioning and OSS/BSS systems
- Ensuring proper keeping of system logs and performing backups for the OSS/BSS applications
- Recommending, overseen and coordinating software update on the Mediation, implementation of necessary changes in systems set-up in Provisioning and OSS/BSS systems
- Managing preventive/routine maintenance on Provisioning and OSS/BSS systems Investigating and identifying reasons for abnormal network conditions related to Provisioning and OSS/BSS systems
- Recommending and initiating corrective actions to faults on the Provisioning and OSS/BSS platforms
- Monitoring the status and performance of the network elements interfacing with the Provisioning and OSS/BSS platforms
- Ensuring the integrity of databases where standard data is kept
- Developing and maintaining tools, applications and scripts to increase the effectiveness of the Provisioning and OSS/BSS platforms
- Customizing the billing and online store as per Customers' needs
- Designing, building and maintaining servers and workstations platforms environment to meet specific requirements, also the virtual Infrastructure, and responsible for the performance and availability of the entire public cloud virtual infrastructure, including the virtual hosting and client system backups
- Scheduling/Creating system automation operations/scripts for daily administration tasks/maintenance

2014 January – 2014 December

Telkom-SA Group

Linux Support Engineer Contractor

Responsibilities:

- Contracted/Outsourced to Telkom for Netcare SA Business Production, Development, Training, Quality Assurance and Disaster Recovery Systems of Netcare 911 Hospital Group (as main-client)
- Administering, maintaining and last point of contact/escalation(s) on +/-30 Linux Server's (SLES) running SAP Business Application and Database located at the Clients datacentre
- assisting/supporting Linux RedHat 4.0 servers based in T-Systems Slovakia on VMware client
- Ensuring systems availability 24/7 and when unavailable, then fault-finding's (analysing system-logs and compile a report) for system(s) unavailability, resolving and ensuring end-users (clients) and system services/applications are ready for business usage
- Daily tasks included systems health checks, creating bash scripts for system automation operations/programs for business, tracking incidents with helpdesk and attending to logged calls on support ticket system of end-users, servers, technical team calls and resolving them, within the SLA
- Standardizing issues like configuring hardware and software (OS) based issues, reporting and replacing/fixing IBM hardware system components failures with IBM vendor and arranging the warranties where applicable
- Familiar with the project management life cycle on IT Operations. And creating technical reports to the customer/clients, management and technical team members
- Control the access for servers &/Applications security permission: Systems Authorization
- Planning, designing and implementing server installations, upgrades, disaster recovery, updates, configuration management, file systems check, log analysis, deploying the SNMP Monitoring agent on all servers

as per SLA and for Monitoring

- Liaising and working with internal and external vendors(admin/engineers/developers) on big data/high risks projects for Netcare911, Linux OS, SAN Storage, Network, SAP, SAPDB, SAP-HANA and integrated systems upgrades also monitoring DS8000 SAN Storage and SVC Storage performance for comparison/benchmark tests on network speed/data transfer rate
- On support call 24/7 for the LinuxOS and SAP availability and on high systems security alert
- Compiling and creation of RCAs/Reports for Incident/Problem Management Process and following the Change Management Process as per SLA, for clients and the Management
- Interacting directly with clients on weekly meetings and Providing technical leadership to more senior team members regarding the server's OS/the complete infrastructure

2012 June – 2013 July

Morpho SA Systems Engineer

Responsibilities:

- Customer support engineer based at the client site (State IT Agency) SITA, Deploy, install, configure/setup, Maintaining, administrating Criminal Record Centre Systems (AFIS) on SA Police Service ranging from portable roadblock devices (RAPIDs/Morpho-Touch), Biometric terminals (Fingerprint and Access-card control), end-user/desktop applications-AFIS support to workstations, data centre servers, Tape Library, Storage and Other Technologies/applications used to support/by clients
- Maintaining/Supporting RedHat 5.3, AIX 5, MS server2003, Oracle 9-10g DB, MySQL queries
- System Installations, Upgrades (Firmware, BIOS Updates), Backups/Data Recovery (Clone/ Restore) Fault-finding's for daily IT/Business Operations
- Doing IT helpdesk within the company to support and maintain MS server2003, WinXP, Win7 and related servers and directory services as needed to customers locally and abroad
- Researching, planning, designing, implementing, supporting, configuring and upgrading the server to suit the required standards, new technologies and responding to problems as they arise, whether isolated to a single user or system-wide
- This includes ensuring the availability of client/server applications, configuring all new implementations and developing processes and procedures for on-going management of the server environment and operations. Providing inputs and applying newer versions on the OS and Hardware
- Preventative Maintenance Champion/Manager: Process Owner of ALL our systems from Maintaining backup or recovery options to retrieve the lost data, security checks, network analysis and etc. from software(Apps/OS) to hardware(Physically/Virtually) using IBM embedded tools. Liaising telephonically and remotely with Safran Morpho International (3rd hotline Support) to resolve escalated/ Major calls
- Documenting, Writing/creating technical procedures, How-To and step by step daily systems administration and participating in 24x7 on-call rotation for any support and providing constant online or on-call assistance to end users for handling their queries and providing technical support
- Responsible for migrating software applications to new interface and troubleshoot compatibility
- Ability to interpret user needs and transform them into technical business applications scenario/reports
- Providing technical documents/reports to the clients and the management and team members
- Following / applying the ITIL standard procedures within the company and customers

2011 August to 2012 May

IT Call Centre Linux Support Technician

Responsibilities:

- Bacula Backup System Installation, Support (monitoring & maintenance)
- Nagios Installation and Maintenance
- V-Tiger CRM Support
- Doing Fault Findings and troubleshooting Linux related systems
- Maintaining the Network and IT infrastructure

2008 December – 2011 July

T-Systems SA

Linux Systems Engineer

- 3rd line Support Engineer, Adminstrating Maintaining, Managing and Supporting +/-48 SUSE Linux Enterprise Servers (SLES) remotely using remote access tools and physically when necessary, running SAP Application for Netcare 911 Hospital Group of SA business Production, Disaster Recovery, Development, Training and Quality Assurance as my main client
- assisting/supporting Linux RedHat 4.0 servers based in T-Systems Slovakia using VM and Remote Services, also doing Data Centre Operations
- My Daily Tasks: Attending to reported/logged customer calls and incidents regarding Netcare business, tracking incident events with Helpdesk, Incident Management Using Service Center Ticket System (CRM), Quality Assurance Checklist on Linux Systems and blade/server technology
- Doing daily Systems Health checks, Reporting and fixing IBM hardware system failures with IBM and arranging the warranties where applicable, Netcare
- Planning and implementing Server Installations, Upgrades, disaster recovery, updates, Configuration, Monitoring, log analysis of Linux Operating Systems (SUSE). Ensuring Network and Server infrastructure is up 24/7, running for the client/user and the business
- Programming Automated programs for the business production
- Liaising with SAP Developers/Engineers, Storage, Network Teams and the Customer's Technical for system projects, notifications, alerts and etc. Interacting directly with clients on weekly meetings

2008 September – 2008 December

ZA Telecommunications

Junior Linux Administrator

- Adminstrating different and several Linux (CentOS and OpenSUSE), VOIP Systems running Radius Manager Billing and Accounting System, PBX Elastix, Mikrotik, Asterisk, Dude Servers, V-Tiger CRM and the Windows Platform
- Went through practical Asterisk training at Miro using Digium products and PABX
- Doing fault-finding on any hardware and Software (Linux) related issues
- Handling complaints from our clients regarding Network and VOIP issues telephonically and thereafter technically resolving/escalating them

2008 May – 2008 August

Linux Holdings Pty (Ltd)

Linux Trainer/Facilitator

- Training full and part time students for professional Linux certificate (LPIC) and the working professionals for any Linux related courses
- Writing/Creating and documenting relevant study material for students and exams. Installing/Deploying new servers, workstations, e-Learning application and computers for new enrolled students
- doing technical support for issues related to network, software (Windows and Linux), applications (emails) and hardware related within the company
- Researched markets for advancements and the use of new Linux and Open Source technologies

EDUCATION

08 April 2013

ITIL v3:Foundation, ILX Group , ILX Group Online

10 February 2010

Novell Certified Linux Administrator (NCLA), Novell and LPI

10 May 2008

Linux Professional Institute (LPI), Linux Holdings Pty Ltd, LPI Online

2005 and 2007
BSc Degree in Electrical Engineering – Not Completed, University Of Cape
Town and University Of Johannesburg, Respectively

December 2004
Matric/National Senior Certificate, Aha Thuto Secondary School

ADDITIONAL SKILLS

Operating Systems: Linux Platform Administration, AIX, VMWare EXSI,
Windows Platform Administration
Database operation: Oracle 10g Administration 1 &2, MySQL
Cloud Technology: Odin Cloud - Business and Operations
Programming: Bash Scripting, HTML Language
Hardware Technology: IBM– Tape and Storage(DS8000) & HP

REFERENCES

Name: Andrew McIver
Contact: 082 867 6764
Company: T-Systems

Name: Wen Lou
Contact: 076 100 0499
Company: Telkom

Name: Kobus Van Staden
Contact: 082 773 9883 OR 011 254 7400
Company: T-Systems