



Curriculum Vitae

Timothy J. Harvey

Email: timothy@vox.co.za

Cell / WhatsApp: 082 214 4580

Skype / Teams / Zoom: timothy@vox.co.za

PROFILE

My passion has always been to teach and help people build their knowledge, skills and confidence. This inspires me to strive for excellence.

Living in a high paced society has taught me to handle pressure without losing sight of what is expected of me. Keeping up with all the changes and growth in the evolving world fills me with a rejuvenated enthusiasm that prompts me to enter the future with pride and dignity.

My personality drives me to keep learning and growing. I have the ability to look further than my immediate horizon. I realize that by keeping my mind sharp and alert, I can reach new heights. With the right amount of exposure and training, I know I can help to make a positive difference.

CAREER SNAPSHOT / BACKGROUND

Company	Position	Start Date	End Date
Herotel Tshwane	Accounts Debtors Clerk	01/02/2022	Present Date
Bronberg Connect (Herotel)	Admin & Financial Accounts Billing Clerk	21/03/2016	Present Date
BronbergWISP (Herotel)	Call Centre Service Agent (Technical)	27/07/2015	21/03/2016
Unemployed	Family Responsibility: Working from home	01/10/2013	26/07/2015
Vox telecom	Call Centre Service Agent(Technical Tier 2)	19/11/2012	30/09/2013
Unemployed	Working from home. PC Sales & Training	1/11/2011	18/11/2012
Rural Maintenance	Technical Administrator (Admin Clerk)	04/02/2011	30/10/2011
TJ Harvey Computer School CC	Business Owner and Computer Trainer	01/05/2005	03/02/2011
Mervyn Harvey Education Centre	Computer Trainer and IT Technician	01/02/2002	30/04/2005

Please take note that all positions are listed in the summary, but only the past ten years are reflected in the CV under the Headings "Employment History". Should you require more details of the positions older than ten years, please discuss this with me in person.

PERSONAL INFORMATION

Full Names : Timothy Jonathan Harvey
ID Number : 790818 5151 088
Age : 44
Nationality : South African
Race : White
Marital Status : Married
Home Language : Afrikaans
Dependents : None
Address : Garsfontein, Pretoria
Driver's License : Yes
Own Transport : Yes
Criminal Offenses : None
Availability : One Calendar Months' Notice
Salary Expectations : Negotiable

PERSONAL SKILLS

- Training and Teaching
 - Can work Independently
 - Deadline Orientated
 - Good with Telephone Communication Skills
 - Team Player
 - Attention to detail
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QUALIFICATIONS

Qualification : Qualifi Level 3 Certificate in Teaching English as a Foreign Language
Institution : The TEFL Academy
Date Completed : November 2023

Qualification : UMALUSI National Senior Certificate – Engineering Studies
Grade 12
Institution : Tshwane South TVET College
Date Completed : 2005

Qualification : Train the Trainer
Institution : Damelin Education Group
Date Completed : 2004

COMPUTER SKILLS

- Microsoft Windows
 - MS Word
 - MS Excel
 - MS Outlook
 - Social media
 - MS Teams
 - Q-Contact
 - DataTill
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OTHER / ADDITIONAL TRAINING

- A+ Support Engineer
 - Telephone Etiquette (Herotel Short Course)
 - Certified Internet Webmaster Foundations
 - Certified Internet Webmaster Site Designer
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EMPLOYMENT HISTORY

Company Name : Mervyn Harvey Education Centre
Period of Employment : February 2002 until April 2005
Type of Industry : Private School from Grade 1 – Grade 12 and Adult Literacy Education
Position : Teacher and IT Technician
Responsibilities

- This was my father's business where he allowed me an opportunity to explore teaching.
- Mondays to Fridays: Teaching basic computer literacy and typing (Grade 4 to Grade 12)
- Hardware and Software computer maintenance at the Junior School and Senior School
- Design backup structures for the administration departments.
- Saturday courses: Started on own initiative after noticing a need for computer training under the adult community in this area. I created pamphlets and distributed them at the East Lynn station.
- I wrote my own books in simpler and understandable explanations as part of my courses.
- Courses I created and presented to both the full-time students and part-time Saturday classes.
- Beginner's Course as well as Advanced Course on PC Skills & Windows 2000
- Microsoft Word 2000 and Typing Skills

Company Name : TJ Harvey Computer School
Period of Employment : May 2005 until January 2010
Type of Industry : Computer Training Centre
Position : Business Owner and Computer Trainer
Responsibilities

- Started my own CC Business after my father sold the school and retired.
- I did my own marketing where I handed out pamphlets myself early mornings at train stations.
- Based on the experience I learned at the Mervyn Harvey Education, together with the study materials and textbooks I wrote, I enhanced the courses for full time and part time students both young of age to even retired adults. Flexible hours to complete the 10 lessons per course.
- I created further courses such as Internet and E-mail. Students learned how to use the Internet and search for information. They created their own free online e-mail accounts and learned how to create E-mails, formatting and attaching documents.
- I created my own assessment question papers, where I assessed their theoretical understanding.
- Based on the theory examinations, I wrote practical instructions where I needed my students to practically display and apply what they have learned in the 10 classes they attended.
- Students who passed with 50% or more were presented with a customized TJHCS certificate.
- As an additional award, students who passed with 80% or more received a free Top Student Cap
- I identified that there was a need for training only specific topics based on the courses I had.
- The facility for hourly training was created where I did one on one training with students and trained them in theory and in practical to have them be able to do what they needed to learn. This involved hourly rates, where they need not attend classes, and no examinations required.
- In 2008 I relocated my office school from EastWay in Silverton to an Office near Menlyn Park.
- The need for hourly training became very popular as I often went to retirement villages in the area and trained my customers on how to use a computer and keep in touch with their families via learning how to use E-mail and how to use Skype. This involved MS Office needs as well.
- In 2010 I relocated to Bela-Bela and continued the hourly training by going to customers homes

Company Name : Rural Maintenance
Period of Employment : 04/02/2011 – 30/10/2011
Type of Industry : Electricity & Energy Management
Position : Technical Administrator (Admin Clerk)
Responsibilities

- General Reception and Office Admin Duties
- Answering Switchboard | Taking Messages | Sending Faxes
- Courier all necessary documentation / equipment from workshop to required destination.
- Issue & Collect all Petrol and Credit Card Slips from electricians for the Finance Department
- Managing Time & Travel Sheets and reports of onsite field installer teams
- Drawing and updating Single Line Drawings, Floor Layout diagrams, Tower diagrams using Visio.
- Setup new buildings and devices on central maintenance program as well as updating the database with changes.
- Managing the databases Material lists for New and existing installations
- Phone electricians daily to find out if they require any stock for the following day and keep up to date with stock availability.
- Accommodation & Allowance arrangements for installers who need to work in other locations.
- Attend to billing queries from customers.
- Compile Electric Generator Documentation when Power Generators are installed.
- Admin assistance to Head of Departments and to other technical personnel as required.
- Building Checks & usage Recons (Weekly & during billing) Log and escalate discrepancies.
- Daily monitoring of electricity usage & programming devices to disconnect on time.
- Downloading of Building Usage data and checking Recons to confirm savings on electricity.
- Weekly and monthly Power Factor Report updates.
- Remote Building Shut Down tests done from office PC remotely in the evenings from home.
Here I did telephonic verifications with the electrician on site where I give the instructions to our central maintenance program while the electrician on site ensures our disconnection devices are programmed & calibrated correctly.

Company Name : Vox telecom
Period of Employment : 19/11/2012 -30/09/2013
Type of Industry : Telecommunications
Position : Senior Call Centre Service Agent
Responsibilities

- From November 2012:
- Assisting customers calling in to the Call Centre to solve problems when connecting to the Internet as well as setting up Internet & E-mail accounts on their email communication apps.
- Troubleshooting connection speed and Telkom Line issues via Uniweb provided by Telkom.
- Creating and Concluding Vox Service Requests when query has been emailed by the customer, When the issue could not be solved, I ensure it is escalated to a higher-level agent and resolved.
- After Doing Customer verifications, increasing their Data cap allowance on ADSL customers.
- After Doing Customer verifications, purchasing and processing Satellite YahClick Data tokens.
- Teamwork and keeping up to date with Telecoms news notice boards and Network outages as well as new network improvements in for the nationwide customers in South Africa.

- Ensuring that at all times, Customers are welcomed and assisted professionally and as swiftly as possible by maintaining positive attitudes professionally, patience, paying attention to details and escalating issues to the correct departments ensuring high standard resolutions.

From July 2013:

- Moved across from @lantic Data & General Support to Vox Telepreneur focusing on another service provided to customers, namely Voice Over Internet Protocol (VOIP)
- Assisting customers setting up VOIP telephones (Vox & Supafones), PBX and 3CX systems.
- Assisting Franchise (fellow @lantic branches) on setting up SIP accounts on Vox Supafones.
- Assisting customers remotely by using Team Viewer / 'Show my PC' when needed to apply new server settings and Upgrading Firmware on the devices providing service when needed.
- Setting up Call forwarding and customized voice mail facilities.
- Troubleshooting Network IP conflicts & applying Dynamic vs Static IPs on Phones and Bases.
- Troubleshooting Voice quality & hardware issues, arranging swop outs via Couriers, follow ups.

Company Name : Bronberg Connect (Herotel Tshwane)
Period of Employment : 27/07/2015 – until present date
Type of Industry : Wireless and Fiber Internet Service Provider
Position : Call Centre Service Agent / Admin & Billing / Accounts Debtors Clerk
Responsibilities
(Newest to Oldest)

As from 01 February 2022 till present, to being an Accounts Debtors Clerk within the company.

- Assisting customers with billing queries by using telephone calls, WhatsApp, and Email Tickets.
- Daily Invoicing of Installations done. Checking customers profiles are set up correctly for billing.
- Monthly contacting customers with overdue accounts, following up on payment arrangements and loading customers who do not pay on time for suspensions.
- Checking monthly recurring Invoicing. Credit notes on Incorrect Invoicing. Adjustments on past payments of the previous months when incorrect references were used and allocating Receipts.
- Reactivating suspended customers after receiving and confirming correct proof of payments.
- Monthly training of new employees in the Accounts Teams on Invoicing & Admin skills.
- Assisting field sales agents with Prepaid customers eg EasyPay numbers and payment info.
- Providing customers with the processes to follow when reactivating cancelled accounts or when monthly recurring billed customers request to become Prepaid customers.
- Loading prepaid packages for prepaid customers who have credit balances on their profiles.
- Package upgrades for recurring customers and prorated billing. Scheduling package downgrades.

As from July 2017 :

- Daily reports & monthly reports done on a Spreadsheet pointing to Installs & Callouts and
- From time to time, assisting our VOIP dept. by doing voice recordings for customers' answering machines (IVR Prompts). Examples done are VIBRO Bricks & Paving, Bronberg and Multitel.
- Completing the Billing Process by generating Invoices from the Job Cards, loading customer's Debit Order details, prorated billing on data packages, loading 12 / 24-month payoff contracts.
- Doing Package Changes on PPPoE Data Accounts, with the billing on prorated data.
- Writing of Lightning Damage Reports to customers who require the report for their Insurance.

As from 21 March 2016 – July 2017:

- I moved from Technical Support to an administration (Finance) position within the company.
- Updating the Attendance Register on a daily basis of Installers, Field Technicians
- Updating daily Overtime sheets as well as Leave Requests of technicians and team members
- Ticket assigning to Call Centre Agents & summarizing statistics for morning meetings reports.

REFERENCES

Company Name : Bronberg Connect (Herotel)
Contact person : Mrs. Ria Jacobs
Designation : Accounts & Debtors Department Manager
Contact Number : 082 557 6238

Company Name : BronbergWISP
Contact person : Tobie Erasmus
Designation : Field Operations Manager (March 2016 – August 2017)
Contact Number : 072 343 9219

Company Name : BronbergWISP
Contact person : Eddy Wolmarans
Designation : Call Centre Manager (July 2015 – March 2016)
Contact Number : 072 447 5574

Company Name : Vox telecom
Contact person : Ms Sheema Khan
Designation : Operations Manager (2013)
Contact Number : 087 805 0530

Reference letters are available upon request.