

Letitia Kleynhans

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Fluent in Afrikaans

Bournemouth

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PROFESSIONAL SUMMARY

With over two decades of diverse professional experience, I have continually demonstrated my adaptability, leadership, and commitment to excellence. My career journey has encompassed roles ranging from Service Desk Manager to Business Owner, showcasing my ability to thrive in various industries and responsibilities. I am actively seeking sponsored career opportunities in the United Kingdom to further my professional growth. My interests lie in the fitness industry, where my experience as an Elite Personal Trainer aligns well, as well as in copywriting in any sector, or teaching English as a foreign language or work in the Linguistics field. I am eager to contribute my extensive skillset, dedication, and adaptability to a new professional environment and am in need of work visa sponsorship to facilitate this transition.

WORK HISTORY

Business Owner / Multidisciplinary Freelancer

March 2013 - December 2022

Work Experience | Self Employed | Johannesburg

- **Freelance Copywriting and SEO Content Writing:** Created high-quality written content for various clients, optimising it for search engines and ensuring it aligns with digital marketing strategies.
- **Digital Marketing:** Assist in developing and implementing digital marketing campaigns, including content creation, social media management, and SEO strategies.
- **Website Hosting:** Manage and maintain websites, ensuring their performance, security, and availability for clients.
- **Elite Personal Training:** Provide personalised fitness training services to clients, drawing from my experience in prestigious fitness establishments such as Virgin Active and BDA Gym.
- **Tutoring:** Offer tutoring services in English, German, university-level linguistics, and Afrikaans, catering to a diverse range of learners.
- **Caretaking (Building Management):** Oversee building maintenance, security, and day-to-day operations, ensuring a safe and well-maintained environment. I was the caretaker and chairman for a body corporate for ten years.

Project Manager

January 2012 - March 2013

Permanent | M2North | Johannesburg

- Successfully managed the day-to-day operations of the Project Office, overseeing a dedicated team of developers.
- Acted as a key liaison between the Project Office and other departments, facilitating effective communication and problem-solving.
- Implemented performance measurement strategies to evaluate project progress and efficiency, regularly assessing and proposing improvements to enhance the user experience and meet key business KPIs.
- Collaborated with cross-functional teams to ensure seamless project execution and alignment with organisational objectives.
- Demonstrated exceptional leadership and project management skills, consistently delivering projects on time and within budget.
- Leveraged strong communication and interpersonal abilities to foster productive relationships with stakeholders, fostering a collaborative work environment.
- Utilized project management tools and methodologies to streamline workflows and optimise project outcomes.

Service Delivery Manager

January 2010 - December 2012

Permanent | GijimaAST | Samrand

- Managed a portfolio of 45 BMC customer accounts, spanning diverse industries, both domestically and internationally, for prestigious clients like CIB London & Johannesburg, the South African Banking Sector, South African Government institutions.
- Facilitated effective communication and identification of Consultancy Services and revenue opportunities during the delivery of service offerings.
- Ensured accountability for producing clear and timely status reports, incident and problem reports, and expense reports to enhance Customer Satisfaction, reduce costs, and optimize business margins.
- Initiated and participated in Service Delivery meetings with Customers to uphold high levels of Customer Satisfaction in service offerings.
- Managed small-scale Projects, ensuring their successful execution and delivery.
- Developed well-structured service improvement plans, guiding actions to address client requirements effectively.
- Provided organizational focus on customer services, working in collaboration with client delivery management, and agreed on the scope of service delivery management.
- Established a comprehensive risk mitigation process, including stakeholder communication, and activated it when potential risks were identified.

Support Manager

July 2010 - November 2011

Permanent | African Legend Indigo | Woodmead

- Overseeing the day-to-day operations of the BMC Support and Maintenance Team, ensuring efficient and effective support delivery.
- Managing and ensuring the timely closure of technical requests for help within the predefined Service Level Agreements (SLAs) with our valued customers.
- Compiling clear and concise Root Cause Analysis (RCA) reports for any relevant issues, facilitating better understanding and resolution.
- Maintaining accurate records of customers' installed BMC product base, as well as their related operating systems and database environments.
- Managing the delivery of the latest patch releases and software updates related to the installed product base for BMC customers, ensuring they are up to date and compliant with entitlements.
- Ensuring the provision of the latest versions of software releases and technical documentation related to patches and software releases.
- Engaging with vendor support structures in escalated support calls, demonstrating the ability to resolve complex issues.
- Maintaining Key Performance Indicators (KPIs) at a score of 8/10 or above to retain BMC Elite Partner Status, reflecting a commitment to excellence in support and service delivery.
- Identifying skill and certification requirements to ensure compliance with BMC standards and the retention of Elite Support Partner status.
- Assisting in generating Consultancy Services and revenue opportunities identified during the delivery of the service offering, contributing to business growth.
- Continuously updating and expanding product knowledge to stay informed about the latest BMC offerings and best practices.
- Special Achievements Award received for delivery of exceptional customer service, December 2010

Customer Service Manager

January 2009 - January 2010

Permanent | African Legend Indigo | Woodmead

- Managing Day-to-Day Operations: Overseeing the day-to-day operations of both the BMC Support and Maintenance Team and the Service Desk, ensuring smooth and efficient functioning.
- Centralized Customer Contact Centre: Providing a centralised customer contact center to record all service requests efficiently.
- Resource Allocation: Managing the assignment of service requests to allocated resources, optimising resource utilisation.
- SLA Compliance: Ensuring the closure of all technical requests within defined Service Level Agreements (SLAs).

- **Software and Documentation:** Supplying customers with relevant software and patch releases according to entitlement, along with necessary technical documentation.
- **Vendor Support:** Engaging with vendor support structures in escalated support calls to resolve complex issues effectively.
- **Workflow Enhancement:** Continuously improving workflow capabilities of internal applications, specifically Remedy, used across the organisation to refine processes and enhance stability.
- **Process and Procedure Design:** Designing and implementing process and procedure improvements to enhance service delivery efficiency.
- **Cross-Business Unit Support:** Providing support to other Business Units using the Central Customer Service Desk when necessary.

Services Desk Supervisor

February 2007 - December 2008

Permanent | Gijima Holdings | Samrand

- **Day-to-Day Operations Management:** Overseeing the day-to-day operations of the ring-fenced service desks, ensuring that they functioned efficiently and met or exceeded Service Level Agreements (SLAs).
- **Performance Management:** Performance managing a team of 15 staff members, monitoring their productivity levels, and ensuring they met performance targets.
- **Operational Improvement:** Initiating opportunities for the improvement of operations, reviewing the efficiency of Standard Operating Procedures (SOPs) and processes, and collaborating with the Quality Analyst to ensure service excellence.
- **Mentorship and Training:** Taking part in the ITBLP Learnership Program as a guide and mentor, providing practical training to newcomers and helping to create succession plans while conducting skills need analysis.
- **Voice Recordings:** Managing voice recordings for the Service Desk to maintain accurate records and ensure transparency.

Service Desk Technician / Change Coordinator

March 2005 - January 2007

Permanent | Tourvest Retail Travel | Fourways

- **Technical Support:** Provided first-line, onsite, and remote technical support to resolve user issues promptly and efficiently.
- **Network Monitoring:** Monitored WAN/LAN activity and managed any arising network situations.
- **Training Facilities:** Set up training facilities to facilitate staff development and skill-building.
- **Transition Assistance:** Assisted in the transition of several infrastructural changes, ensuring minimal disruption to operations.
- **Documentation:** Wrote and documented processes and procedures to ensure consistency and efficiency.

- VoIP Implementation: Contributed to the rollout of Avaya VoIP for the Head Office.
- Third-Party Account Management: Oversaw third-party accounts such as Galileo, IATA, and Fax2Email, including the application for IATA accreditations.
- Asset Database Management: Maintained an accurate Asset Database, tracking hardware and software resources.
- Incident Management: Managed all incidents logged by users, addressing them promptly and effectively.
- System Administration: Handled Active Directory and Exchange 5.5 administration, ensuring user accounts and email systems operated smoothly.
- Change Management: Took responsibility for all Change Management activities throughout their lifecycle, ensuring seamless transitions.

Service Desk Technician

April 2001 - February 2005

Contract | Paracon/Ivory Networking Services | Johannesburg

- Technical Support: Provided comprehensive on-site, remote, and first-line technical support to users, resolving issues related to various operating systems, applications, and hardware.
- Asset Management: Managed and maintained an accurate inventory of IT assets, ensuring proper tracking, maintenance, and replacement as necessary.
- HEAT Application Administration: Took charge of HEAT application administration, ensuring the effective utilization and configuration of this service management tool.
- Access Control: Implemented and managed access control measures, ensuring data security and user authentication.
- PABX Administration: Oversaw various aspects of PABX administration, including Unified Messenger, Extension, and Directory Manager, to maintain seamless telecommunication services.
- Call Coordination: Coordinated incoming calls efficiently, directing them to the appropriate teams or individuals for prompt resolution.
- Vendor Liaison: Acted as a liaison with third-party vendors, maintaining communication regarding service delivery and Service Level Agreements (SLAs), and ensuring vendor compliance with agreed-upon terms.

EDUCATION

Bachelor of Honours, Applied Linguistics

University of South Africa - 2024

Applied Linguistics

Source of Bursary: University of South Africa Duration: 2022 - 2023 Benefits: Full Tuition

Coverage HAPL481 - Issues and Factors in Applied Linguistics HAPL482 - Methods and

Testing in Applied Linguistics HAPL483 - Reading and Writing in Applied Linguistics
HAPL484 - Language Planning in Education HRLIN81 - Research Report in Linguistics

Bachelor of Arts

University of South Africa - 2022

English, Linguistics | Cum Laude

Modules

National Diploma: Fitness 27291

Trifocus Fitness Academy - 2017

Personal Training Diploma

National Certificate: Fitness 67693

Trifocus Fitness Academy - 2014

Personal Training Certification

Anatomy Physiology Biomechanics Concepts of Fitness Nutrition Fitness testing Principles of wellness Conduct a screening procedure Motivate and encourage physical activity Lead and instruct individuals and groups Design exercise Programmes Provide safety and risk management Maintain a sports and fitness environment and equipment Include persons with disabilities

Diploma PC Engineering

Varsity College - 2001

PC Engineering

A+ N+ Visual Basic 6 Web Development with Frontpage IT Business Practice Introduction to Programming Helpdesk Operations MS Office

A-Level

Garsfontein - 1999

Matric | Pass

Afrikaans English German Mathematics Biology Art

Qualifi Level 5 Certificate in Teaching English as a Foreign Language

The TEFL Academy, UK - 2020

Teaching English as a Foreign Language

TRAINING & CERTIFICATIONS

Diploma Digital Marketing

Shaw Academy

2016

Diploma Sports Nutrition	2016
Shaw Academy	
BMC Remedy AR System 7.x – Administering Part 2	2009
BMC Software	
ITIL v3	2008
Pink Elephant	

SKILLS

Content Writing, Change coordination, Vendor administration, Customer Satisfaction, Microsoft Outlook, SEO, Team Management, Teaching, Lesson Planning, Relationship Management, Customer Services, Computer Skills, Copywriting, Proof Reading, Maintenance

HOBBIES & INTERESTS

DIY, Films, Gardening, Gym , Hiking, Learning languages, History, Museums, Travel, Cycling

REFERENCES

References available on request