Introduction Letter

9/1/2016

To whom it may concern

Dear recipient,

Thank you for receiving and taking the time to examine and assess my resume against your requirement to establish whether both of us will find mutual benefit in services to be provided.

After an IT career of more than 15 years I decided to broaden my experiences and partake in travelling Africa. I have traveled multiple countries and eventually settled in Malawi for the time being. I have started multiple projects among the rural villagers including helping building a school, building and teaching agriculture and irrigation systems, and to streamline and cut costs in crop delivery to market and maximum return on crops.

Although my work isn’t finished here and will probably continue indefinite, I would like to get back to my passion which is IT Security. At this stage my preference inclines towards contractual obligations under 12 months with permanent positions also considered. This will supply opportune time to continue requirements in Malawi. Experience confirms that contractual/ad-hoc positions are challenging to fill with most candidates only considering permanent positions. This causes my situation to be beneficial to any outsourcing service provider since I am available to any position for any duration anywhere in South Africa.

[Type the closing]

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| Mzuzu • Malawi |
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Zak Cronje

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| Work experience | | | | | |
| Mar 2014 – Nov 2014 | | | Dimension Data Cape Town, South Africa  **Security Service Line Manager**   * Responsibilities and Experience: * Establishing and manage delivery to the client in Master Service Agreements, Operation Level Agreements and Unified Processes, and back to back deliverables * Monitoring service level performance * Breach management * IMACD billing verification * Quality assurance of subcontractor and DD deliverables to client * Management of documentation & reporting:   \* All documents produced in accordance with contract  \* Contractual Deliverables delivered in accordance with contract   * Ensure daily reports are produced of status of contractual deliverables * Manage interface back into DD organisation for all issues; communication; etc. * Manage subcontractor performance: * Monitor service level performance * Monitor and implement Service Improvement Plan, and the execution thereof * Process and Procedure Library published, reviewed, and kept current * Monitoring and Ad-hoc audit of Incidents requiring escalation to establish gaps for Service Improvement Plans * Expectation Management * Constant, relevant Communication * Ensure client experience is consistent from a service delivery perspective, or improved continuously * Risk reduction / innovation opportunities identified and implemented * To ensure timely delivery of all contractual commitments and deliverables   Salary Received: R650 000 pa | | |
| Nov 2008 – Feb 2013 | | | Gijima Samrand, South Africa  **Information Security Professional/Architect**   * Responsibilities and Experience: * New Business Development and account planning with regards to Security * Assisting Account Managers with roadmap development. * Presentation and communication of Gijima Security services and functionality. * Frequent updates and account activity communication to clients and Management. * Project Management assistance and client feedback management. * Security Strategy and research within Gijima specifically with regards new and emerging threats and security technology:  |  | | --- | | * Mobility (BYOD)   Total mobility solution development with Mobile Device Management, Connectivity, Network Layer, and Device and Network Security.  Products used – FortiGate FortiOS 5 with Device Management Capability and MobileIron  Products researched – Symantec MDM, Airwatch, MobileIron | | * Security Operations Centre Services:   SOC design, architecture, and documentation  Products researched – Arcsight, RSA envision, EIQ  - Security review and business requirement mapping within Gijima. |  * Vendor/Channel Relationship Management with regards to specific Security related products - Fortinet, McAfee, SafeNet, Suppliers, Maxtec, Condyn, SecureData. * POC/RFP/RFQ/RFI and all Presentations and information correlation to Clients with regards to Gijima Security Solutions   Examples of designs, responded to, and solutions implemented.   |  |  | | --- | --- | | * National Roads Agency   R21 000 000 (SANRAL) | * Mining   R8 000 000 | | * Government (General)   R30 000 000 | * Private Sector   R11 000 000 |   Client interactions:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | * National Roads Agency * SARS * SITA * Various government departments * Central University of Technology * CIPRO * City of JHB * COMSEC * EEC * eThekwini * Fidelity * Goldfields * Ithala * MTN * Neotel | | * Office Chief Justice Pioneer Foods * PRASA * SAA * Sanlam * SANRAL * SCAW * Standard Bank * Nelson Mandela Bay Municipality Transport Operations Centre SASOL * FNB * Deloitte Touche * ANC * Anglo Platinum * City of Cape Town * City Power | * DWAF * EOC * Exxaro * GEPF * IPS * Landbank * Nampak * NPA * PetroSA * POP * RTT * SABC * SANParks * SAPO * Sino Steel * TFD * ZTE | | |  |  | | |  |  * Solutions designed around security standards and frameworks * Solutions Architected and Project Management  |  |  | | --- | --- | | * Firewall | * Network Access Control | | * Anti-Virus | * Anti-Spam | | * Web & Content Filtering | * Encryptions (full drive, e-mail etc) | | * End-Point Security | * Vulnerability Management | | * Intrusion Prevention | * Identity Management | | * SIEM | * VPN | | | |
| Feb 2008 – Nov 2008 | | | Pfortner Midrand, South Africa  **Pre-Sales Engineer/Team Leader**   * Pre-Sales Responsibilities * Proof of Concepts/Request for Quotes * Environment architecture design and implementation * Solution deployments  |  |  | | --- | --- | | * Firewall | * Anti-Virus | | * Antispam | * Web Filtering | | * Intrusion Detection and Prevention (IDS/IPS) | * Vulnerability Management |  * Team Leader – Technical Team * Company Network * Active Directory * Exchange | | |
| Sep 2007 – Feb 2008 | | | Business Connexion Benoni, South Africa  **Support Engineer** | | |
| Apr 2005 – Sep 2007 | | | Shield Labs Rustenburg, South Africa  **Manager** | | |
| Mrt 2004 – Mrt 2005 | | | T for T Livingston, Scotland  **IT Support Engineer** | | |
| Feb 2002 – Feb 2004 | | | Comparex Africa (Business Connexion) SASOL - Secunda, South-Africa  **Kabili Server Support & 1st Line Team Leader**  **Citrix 2nd line Site Administrator & Team Leader** | | |
| Sep 2001 – Feb 2002 | | | CSS Distributors HQ Pretoria, South-Africa  **IT Support Engineer** | | |
| Jun 2000 – Aug 2001 | | | PQChem (Business Connexion) SASOL - Secunda, South-Africa  **IT Support Engineer** | | |
| Summary of qualifications | | | | | |
|  | | | Current Studies  **FCNSA** (Fortinet)  **FCNSP** (Fortinet)  **CISM** (Certified Information Security Manager) | | |
| 2012 | | | University of the Western Cape  **BCom Honors Information Systems (Student # 3213949)** | | |
| 2008 | | | FCNSA  **Fortinet Certified Network Security Associate Achieved**   * FORTINET CERTIFIED NETWORK SECURITY ASSOCIATE (FCNSA-2V0) | | |
| 2002 | | | Citrix Certification  **Citrix Certification Achieved**   * (220) Citrix MetaFrame XP 1.0 for Windows Administrator (CCA) | | |
| 2001 | | | Microsoft Certification  **Microsoft Certifications Achieved (MCP ID # 2468277)**   * Microsoft Certified Systems Engineer (MCSE) * Microsoft Certified Systems Administrator (MCSA) * Microsoft Certified Professional | | |
| References | | | | | |
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