

# CURRICULUM VITAE OF DAVID PRETORIUS

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[www.davidpretorius.com](http://www.davidpretorius.com)

Name: David Loues Pretorius

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Marital Status: Unmarried

Region: Pretoria East (Equestria)

Education: BSc: Computing (UNISA 2019)

Short courses:

CompTIA Network+ Certified

CompTIA A+ Certified

Microsoft Technology Associate, Networking Fundamentals

LSSA Office Administration & Client Care Course

Matric (2006)

Work History:

2018 – Present WebOnline  
Helpdesk support agent

2007–2017 Stupel & Berman Inc.  
Conveyancing Paralegal

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## University

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In 2019, while working full time, I completed my BSc: Computing degree from UNISA. I particularly enjoyed the modules on artificial intelligence and human-computer interaction, and I am looking forward to applying the skills and knowledge that I gained during my studies.

## IT Support

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I accepted a position at WebOnline, a shared-hosting provider in Pretoria providing support to customers on the shared hosting platform with regards to WordPress, PHP, DNS, email and Plesk (among others). I have distinguished myself at WebOnline by becoming the top-performing member of the support team.

On my own initiative, I researched and provided several solutions and improvements to my department's workflow:

- I both reduced the burden on the system administrators and the turn-around-time for customers whose public IP addresses were blocked by the server firewalls for too many login failures by sourcing a workable module for the back-end that allows support staff to unblock IP addresses from the firewalls without compromising security.
- I researched and found resources that enabled customer's email clients to auto-configure.
- I resolved and implemented a 100% effective solution to a long-standing issue with SPF records on our servers.
- I have doubled the amount of content in the company wiki, adding optimised workflows, improving email templates, recording useful solutions and formalising practices.

## Conveyancing

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In 2007 I was hired at Stupel & Berman Inc. as an assistant. I worked my way up to the position of senior conveyancing paralegal and, with my thirst for knowledge and dogged pursuit for solutions, I was entrusted with the more complex, unusual and high-maintenance matters.

## Other Skills and hobbies

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I love learning new things and finding (and executing) solutions to problems. I have some experience doing freelance graphic design and desktop publishing; I like to perform my own maintenance and repairs on everything from my motorcycle to my fridge; I built a ¼ scale replica of the Iron Throne (as a cat bed).

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