



# Mick Bota

Business Applications Analyst Engineer

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LINKS

[linkedin](#)

## 01 PROFILE

A focused, service-orientated candidate with a wealth of applicable knowledge and experience in the Information Technology arena, specializing in MS Dynamics consulting, training as well as testing, analysis, support and maintenance across all levels of business with 10 years experience in within I.T industry.

## 02 EMPLOYMENT HISTORY

2001 — Mar 2004

Johannesburg

### A+ Technician at Triple S Solutions

Installation, configuration, and upgrading

Diagnosing and troubleshooting

Safety and preventative maintenance

Motherboard/Processors/Memory/Printers/Portable Systems/Networking

Function, Structure, Operation and File management

Memory management

Installing of Operating System/s and other software required a per Client's License approval documents

Setting up the PC for the best performance possible

Upgrading and installing additional hardware and software

Troubleshooting for issues if Client experiences problems

Configuration and installation of LAN, Entertainment, hardware, software and additional devices

Driving out to site to do maintenance

Apr 2004 — Nov 2008

Johannesburg

### Call Centre Agent /Technical Supervisor at Nomad Information Systems (Pty) Ltd

Ensuring all incoming calls via Telephone, Internet, Email and Call Logging Database are actioned, addressed and resolved within SLA

Managing the rotation of shifts weekly from 08:00 to 23:00 for the support engineers

Escalating to Product Control and Management when all options and procedures have been actioned, yet the issue persists

Standby from 16:00 to 22:00 if Senior support engineers are unable to resolve live issue

Supplying of critical info to Management, 3rd parties and clients.

Being proactive towards sensitive, critical and major clients when issues arise

Managing of critical patches or release fixes in the shortest time possible

Deadline orientated

Working weekends and/or overtime to resolve ongoing issues

Voice of opinion in new business and client expectations

Advanced knowledge of the EFT product, sharing the knowledge to new Marketing and Sales staff to obtain new clients

Attendance of meetings [Escalated, Technical or Experience]

Creating and managing of reports for 3rd parties and Clients

Investigating of 3rd party log files, establishing the issue and addressing it with the shortest time possible

Troubleshooting

Downloading of files and analyzing them

Call Logging into call logging database

Call Escalation to relevant parties

Call Management, Tracking, Action, Resolve, Escalation Helpdesk / Call Centre [5 Years' experience]

O/S2; DOS and Windows [95/95/ME/2000/2003/XP]

Supporting of Nomad Product

Managing of Support Staff shifts and duties

Creating/maintaining of reports

Following up on outstanding issues and resolving them

Prioritizing live issues

Timekeeping management

Shift management

Client service

Nov 2008 — Oct 2009

Johannesburg

## **MS Dynamics Consultant at Sandbox Projects (Pty) Ltd**

Posting batches

Security calls

New user access analysis, support, maintenance

Supporting Users on MS Dynamics GP (Great Plains), SharePoint, and business portal

Remote support – Logging onto the company's DC/TS or SQL BOX and fixing or checking whatever needs to be altered:

Sales order processing o Purchasing

Order processing o Bank recon

Receivables

Creditors recon o Inventory

Testing MS Dynamics GP (Great Plains) enhancement before deployment

- Worked well independently and on a team to solve problems.

Nov 2009 — May 2010

Johannesburg

## ERP Consultant / Distribution / Financials at New Era Solutions

Posting batches

Security calls

Recons

Accounts Receivable invoice batches

Accounts Receivable invoice register

Crystal Report analysis, support, maintenance, as well as SharePoint and Business portal

Remote support – logging onto the company's ERP applications and fixing modules: o Sales order processing

Purchasing

Order processing o Bank recon

Receivables

Creditors recon and Inventory

- Worked in collaboration with other team members to achieve success.

May 2010 — Present

Midrand

## Application Engineer Consultant at Adapt IT (Pty) Ltd

MS Dynamics GP (Great Plains)

ASP / ASP.NET Developer

C# Developer

Crystal Reports Specialist

MS Office Developer

SharePoint Specialist

Silver light Developer

SQL Developer

VB / VB.NET Developer

Visual C++ Developer

Helpdesk Analyst

Managing SQL Client Databases

Crystal Report analysis, support, maintenance as well as SharePoint and Business portal

Power BI Desktop—Interactive Reports

SQL DBA / Crystal Report / Power BI Desktop / Support Team Lead

SQL - select queries; setup job; setup backups; importing and exporting of data; traces; shrinking of DB and Log

- Led teams with resourcefulness and strong leadership skills.
- Fostered Information and Communication Technologies in teams.
- Responded to problems with excellent troubleshooting abilities.

## 03 EDUCATION

Feb 2017 — Nov 2018

Bryanston

### Leading Training Solutions

MCSA: SQL 2016 Database Administration

70-764: Administering a SQL Database Infrastructure

70-765: Provisioning SQL Databases

Mar 2019 — Feb 2020

Midrand

### Faculty Training Institute

ISTQB Certified Tester Foundation Level

The Fundamentals of Agile Software Development

The different agile approaches

The Differences between Testing in Traditional and Agile Approaches

Testing in Agile Projects

Roles and skills of a tester in Agile Projects

Agile testing techniques and methods

Assess product quality risks within an Agile project

Estimate testing effort based on iteration content and quality risks

Tools in Agile Projects

Nov 2019 — Jan 2020

Midrand

### FlowCentric

FlowCentric Processware 2016

Integration Framework

Integrating with external systems

Database Auditing

iOS and Android Client Applications

Structured Reporting Tables

## 04 SKILLS

SQL dba Administrator



Microsoft Access



SQL Server 2008 R2 /  
2012 / 2014 / 2017



Knowledge of MS  
Office



SSIS



Accpac



VB.NET



Power BI Desktop



ASP / ASP.NET  
Developer



Crystal Reports



Windows Administrator



Microsoft Dynamics



Hosted Servers



## 05 LANGUAGES

English



## 06 COURSES

Apr 2006 — Apr 2007

**Certified Information Technology Manager (CITM) at Boston College**

2005 — 2006

**Professional in Project Management (PPM) at Damelin College**

Apr 2020 — Apr 2020

**Certified Cloud Computing Professional (CCCP) at Boston College**

Apr 2020 — Apr 2020

**Certified Cloud Computing Consultant (CCCC) at Boston College**

Apr 2020 — Apr 2020

**MCSA: SQL 2016 Database Administration at Leading Training Solutions**

Apr 2020 — Apr 2020

**ISTQB Certified Tester Foundation Level at Faculty Training Institute**