

Dylan Rose

SUMMARY

Professional with extensive experience in technical support, reporting, and quality assurance.

Proven problem-solving abilities and expertise in spam detection, leading to effective and fast resolution of complex issues.

Maintains composure under pressure while enhancing operational efficiency through clear communication.

Committed to utilizing technical skills and analytical insights to contribute to organizational success.

REFERENCES

Available Below

ADDRESS

29 Oldmill Way,
Durban North,
South Africa

PHONE

083 511 9944

EMAIL

<mailto:dylan@roses.net.za>

WEBSITE

www.roses.net.za

EXPERIENCE

MAR 2025 - PRESENT

First Line Support Specialist, Zapper

SEPT 2018 - MAR 2025

Service Desk Coordinator, Zapper

Key Responsibilities:

- Improved reporting accuracy by implementing advanced filtering techniques.
- Implemented new procedures to improve helpdesk efficiency.
- Achieved swift resolutions to technical issues with thorough fault-finding procedures.
- Participated in incident investigation teams, drawing lessons for future prevention strategies.
- Increased client satisfaction by providing specialised support and advice both internally and externally.
- Maintained up-to-date industry knowledge through continuous professional development.
- Prioritised tasks effectively, meeting tight deadlines consistently.

EDUCATION

Northwood Boys High School

Matriculated in 2016

COURSES

- LPI Linux Essentials
- Introduction to Service Management with ITIL 4
- Quick Introduction to Postman and API Testing for Beginners
- ChatGPT Masterclass: The Guide to AI & Prompt Engineering
- Dale Carnegie Business Leadership

Testimonials

"Your dedication to thorough research and attention to detail is truly impressive. It's evident that you invest the time and effort needed to delve deeply into your tasks, ensuring that all aspects are thoroughly explored and understood. This not only enhances the quality of your work but also contributes significantly to the team's success. You're a reliable and supportive colleague. Your willingness to collaborate and assist us demonstrates your strong teamwork skills and makes the work environment more enjoyable and productive for everyone. Your positive attitude and willingness to share knowledge make you a valuable asset to our team."

[– Ashleigh Krishna](#)

"Dylan exhibits an exceptional ability to swiftly grasp the entirety of our work, along with any new procedures that are introduced. This skill is a notable strength of his, enabling him to manage technical inquiries with impressive ease and efficiency. His rapid comprehension not only enhances his own performance but also positively impacts the team. Dylan is equally diligent and precise, which contributes positively to uncovering new insights or addressing unresolved issues. Moreover, Dylan consistently demonstrates a willingness to assist and go above and beyond for the team."

[– Florence Mbele](#)

"Dylan consistently demonstrates a methodical approach when addressing issues with the payments team. He thoroughly conducts his research before escalating matters, which enables the team to respond more swiftly and efficiently due to the comprehensive groundwork he has already completed. Additionally, Dylan consistently exceeds expectations in all tasks he undertakes, showcasing his dedication and commitment."

[– Prenasa Venkatesen](#)

"I hold Dylan's performance for Q4 in high regard, as he has consistently exhibited a strong commitment, adaptability, and a proactive mindset in his role. His dedication to delivering value is particularly evident in his efforts to improve processes and devise solutions that enhance team operations. Dylan has also demonstrated remarkable adaptability, seamlessly adjusting to shifting priorities while maintaining a high standard of work. His problem-solving skills and initiative have already made a significant impact. Additionally, I am impressed by the innovative example of the web page for online ordering, which addresses a critical need for our merchants by providing ease and convenience."

[– Nobuhle Zungu](#)