

Trevor Botha

Network & IT Infrastructure Specialist

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PROFESSIONAL EXPERIENCE

Support Specialist | Cerge | May 2022 – Present

- ▶ Deliver fully remote IT support to a broad portfolio of clients in the food-service industry, ensuring minimal downtime in fast-paced operational environments.
- ▶ Manage Cisco Meraki, Mikrotik, and Ubiquiti UniFi infrastructure — firewalls, switches, and wireless access points — across multiple client sites.
- ▶ Administer Microsoft 365 and Google Workspace environments, including user accounts, licensing, and cloud services.
- ▶ Coordinate with POS vendors including Payroc Aloha, Revel, and Toast to manage integrations and resolve technical issues.

Information Technology Engineer | Global Network Systems | Aug 2020 – Apr 2022

- ▶ Managed and maintained IT infrastructure — servers, networking, and end-user systems — across multiple SME client sites.
- ▶ Delivered end-to-end deployment and management of 3CX PBX phone systems, including device configuration and end-user training.
- ▶ Served as the primary on-site technical contact for all IT infrastructure support needs across the client base.

Site Technician | Curro Holdings Ltd | Jan 2019 – Aug 2020

- ▶ Managed IT infrastructure across school campuses, including Windows Server, Azure AD, Mikrotik/Meraki firewalls, and multi-WAN networks.
- ▶ Handled user account management, Group Policy, VLANs, and hands-on technical support for staff and students.

IT Technician | Raubex Group Ltd | Jan 2018 – Dec 2018

- ▶ Provided multi-site IT support across a large construction group, maintaining hardware, software, and network infrastructure.

Owner / IT Consultant | National Technology Solutions | Dec 2013 – Dec 2017

- ▶ Founded and ran a full-service IT consultancy serving SME clients — delivering network design, server deployment, cabling, CCTV, and ongoing support.
- ▶ Managed all client relationships, project scoping, and billing.

IT Technician | Ladysmith Office National / Famlee Trading | Sep 2011 – Nov 2013

- ▶ Provided hardware repairs, software support, PC builds, and network cabling — the foundation of a career in IT infrastructure.

PROFILE

IT professional with 13+ years across infrastructure, networking, and virtualisation. Passionate self-learner running an extensive home lab (Proxmox, TrueNAS, Linux) and sharing knowledge through technical blog writing.

CORE SKILLS

Networking & Firewalls

Mikrotik · Cisco Meraki · Ubiquiti VLANs · Multi-WAN · HP/TP-Link Switching

Servers & Virtualisation

Proxmox VE · TrueNAS Scale Windows Server · Azure AD Debian/Linux · CentOS

Security

Fortinet NSE1 & NSE2 Firewall Policy · Network Segmentation

Backup & Recovery

Proxmox Backup Server 3-2-1 Strategy · Storj Offsite

IT Service & Support

Troubleshooting · ITSM 13+ Years Customer-Facing

CERTIFICATIONS

CompTIA A+

Boston City Campus | 2017

Cisco CCNA

In Progress

HOME LAB

Proxmox VE · TrueNAS Scale · PBS · Immich
Storj Offsite · Self-hosted · GPU passthrough

DAILY DRIVER

CachyOS / Arch Linux (main PC)

EDUCATION

National Senior Certificate (Matric)

Ladysmith High School | 2005 – 2009

LANGUAGES

English (Fluent)
Afrikaans (Fluent)

HOBBIES

Guitar & Metal · PC Gaming · Subaru