

Curriculum Vitae of Yunus Arnold  
Current Position Held: Analyst Developer (Sanlam IT)  
Residential: Helderberg (Strand), Western Cape, South Africa  
Mobile: +2782 660 6644  
Email: arnold.yunus@gmail.com  
Website : www.yunusarnold.co.za

Dear Viewer,

My passion for the Information Technology sector is equally matched by my experience and I am confident that I have the ability to grow, handle responsibility and build positive relationships with my work colleagues at all levels. My current employer is very satisfied with my performance and I am confident that I can bring the same level of high performance to your company.

Beyond that which is already mentioned in my CV, I am someone who knows how to set goals and achieve them. I have a proven track record of being able to conceive, develop & execute strategies. I feel confident that my abilities and skills, coupled with my drive to succeed will be of immediate value to your company.

I sincerely request that you will look favorably upon my resume by recognizing my enthusiasm and talent in the field of Information Technology and my future potential. I would like to further discuss the scope of an available position with you in person and would welcome the chance of a meeting at your earliest convenience.

I appreciate you perusing my website and CV and would like to thank you for your time and consideration.

Yours sincerely,

*Yunus Arnold*

# YUNUS ARNOLD

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Helderberg, Strand  
Western Cape, South Africa  
Mobile: +2782 660 6644  
arnold.yunus@gmail.com



I am a very hardworking and diligent person. I am an extremely quick learner and prepared to go the extra mile to achieve my goals. I thank you for considering my application and I am more than willing to discuss or meet with you at your earliest convenience.

## PERSONAL INFORMATION

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Born October 6th, 1981  
Citizenship: South African  
Marital status: Married

## EMPLOYMENT HISTORY

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10. 2011 - PRESENT      **SANLAM IT : SPFIT MILLENNIUM PRODUCTION SUPPORT**  
**Analyst Developer**
- Provide production solutions and support
  - Conduct ETL data procedures to aid developers and testers
  - Data analysis and system integrity maintenance
  - Prepare data, support testers and developers during quarterly system releases and system upgrades
  - Develop scheduled data extracts to provide statistics to multiple business units
  - Extract data to compile ad hoc reports according to requirements from multiple business units (MIS & Business operational)
10. 2008 – 10. 2011      **SANLAM IT : ELECTRONIC DOCUMENT MANAGEMENT**  
**Systems Analyst**
- Maintain and support electronic document environment
  - Monitoring and support of software infrastructure
  - Assist with creation, installation and deployment of software throughout the environment (IBM Websphere)
  - Support users with new business and production queries
  - Routine after hours software maintenance and configurations
- 06.2006 – 10.2008      **SANLAM IT : SPF IT HELPDESK**  
**Helpdesk Coordinator**
- Logged incident assignment
  - Follow through of high priority logged incidents
  - Remote user support on all software related incidents
  - Maintain and enhance user communications and relationships
  - Streamline user experience with helpdesk operations

06.2003 – 06.2006

**T-SYSTEMS : IT SUPPORT HELPDESK**

**Helpdesk Operator**

- User account administration and troubleshooting
- Telephonic support of logged incidents
- Assigning logged incidents to the correct assignment group
- Monitoring alerts, activities and applications
- Remote troubleshooting via email, rightfax, IM and VNC

**EDUCATION**

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01.2015 – 02.2015

**BYTES TECHNOLOGY**

**MICROSOFT CERTIFIED COURSE 10774A**

- Querying Microsoft SQL server 2012 with T-SQL

01.2000 – 12.2002

**OVAL INTERNATIONAL COMPUTER EDUCATION**

**NATIONAL DIPLOMA IN INFORMATION TECHNOLOGY**

- Information Systems
- Development Software
- Technical Programming (Visual Basic, C, C++, JAVA)
- Web Structure and Design
- Database Management and Design
- Communication and Networking
- IT Soft Skills

01.1995 – 12.1999

**TRAFALGAR HIGH SCHOOL**

**CAPE TOWN**

- English, Afrikaans, Physics, Biology, Mathematics, Accounting

**OVAL**  
INTERNATIONAL  
COMPUTER  
EDUCATION

HEAD OFFICE: FIELD STREET, DURBAN  
TEL: (031) 305 6192



**BRANCHES:**

- DURBAN CENTRAL
- DURBAN NORTH
- TONGAAT
- PIETERMARITZBURG
- CHATSWORTH
- PORT SHEPSTONE
- PORT ELIZABETH
- QWA-QWA
- STANGER
- NEWCASTLE
- LADYSMITH
- LENASIA
- CAPE TOWN

# DIPLOMA

## INFORMATION TECHNOLOGY

Conditionally registered with the Department of Education for the qualification  
as shown on certificate number 00HC14

**This is to certify that**  
**ARNOLD YUNUS**

Has successfully completed the requirements  
for the above diploma

Date of issue

30 MAY 2003

Course Duration

3 YEARS



  
PRINCIPAL

  
REGISTRAR - ACADEMIC AFFAIRS

ISSUING CENTRE: CAPE TOWN  
BRANCH : CAPE TOWN

INDEX NO: CTIT02005

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