

WILLEM ABRAM SWART

PROFILE

Junior Developer with hands-on experience as an IT Support Consultant at STEM SOFTWARE, supporting users, documenting technical issues, and assisting with system troubleshooting. I have solid foundational skills in Java development, SQL, and general software problem-solving, supported by continuous self-learning and practical projects.

I'm actively building my expertise across modern development tools and technologies, with a strong focus on clear communication, user experience, and delivering reliable solutions. Driven, adaptable, and eager to grow into a well-rounded software developer.

WORK EXPERIENCE

IT Support Consultant, 07/2023 - Current STEM SOFTWARE

- Developed and maintained strong relations with customers to meet quality expectations.
- Collaborated with technical team addressing recurring customer issues and developing long-term solutions using GitHub.
- Escalated complex issues to senior technical staff, ensuring proper follow-through until resolved.
- Created user accounts and managed access privileges on networked systems.
- Guided customers through step-by-step solutions in a clear and concise manner.
- Delivered remote assistance for technical issues using screen sharing, mouse and keyboard control and other tools.
- Set up virtual private networks for secure remote access.
- Examined technical queries related to Accounting and IT for troubleshooting solutions.
- Completed routine maintenance tasks on servers.
- Documented customer complaints and inquiries for use in technical documentation and bug tracking.
- Executed scripts and utilized SQL for accuracy enhancement.
- Performed minor edits on configuration files using Vim to maintain precision.



CONTACT

Phone: 0635199840

Email: Willem.abram.swart@gmail.com

PERSONAL INFORMATION

Driver's License: Code 8

Non-Smoker

LANGUAGES

Afrikaans: First Language

English

Proficient (C2)

German:

Beginner Not (A1) Certified

SKILLS

- Java development
- Database design
- Android Development
- Customer service
- Technical documentation
- Experienced in PHP, HTML, CSS, MySQL, JavaScript & PostgreSQL
- React.js
- Software testing

Clearing Agent, 02/2020 – 01/2021 || 09/2022 - 07/2023

Expo Freight CC

- ACS & BW Clearing program (Import, Re-Imports, Exports, & Re-Exports)
- Temporary export (diagnostic kits)
- Returns IM4's (IM4 is straight export)
- EX1's for Namibia, Lesotho & Swaziland
- Manifests for BW, SZ exports only & managed the booking of waybills.
- Completed border documentation for Lesotho, Namibia, Swaziland and Botswana
- Booking Documents (Filled DIMS) (Driver).
- Executed completion of border manifests within Winfreight system.

IT ADMIN, 03/2019 - 08/2019

Nucleus Business Network

- Responsible for setting up e-mails, websites on their control panels in PLESK
- Responsible for setting up Google Analytics and tools for development
- Managed incoming spam mail, bad mail, and filters on Mail Enable
- Responsible for Google Search Console

EDUCATION

- **Diploma, System Development 08/2024**
Boston College – Bedfordview
- **DUOLINGO ENGLISH EXAM, 01/2019**
- **Attendance Certification, CompTIA A+, N+ and S+**
CTU Training Solutions - Boksburg
- **High School, English, Afrikaans, Mathematics, IT, CAT, Business, 01/2017**
Jeugland High School - Kempton Park

HOBBIES AND INTERESTS

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|--|-------------------|
| ○ Penetration Testing/ Cyber Security News | ○ Cloud Computing |
| ○ Networking | ○ AI |
| ○ App Development | ○ Gaming |
| ○ System Development | ○ TECH News |
| ○ Stock & Forex Trading | |

CODE GITHUB 1S PREVIEW

<https://github1s.com/B-swart-dev/Study-Projects>

WEBSITES, PORTFOLIOS, PROFILES

- <https://b-swart-dev.github.io>
- www.linkedin.com/in/willem-a-swart

REFERENCES

- Gilbert Martin - +27 83 666 8221
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