Dawūd Vermeulen

Techinical Support Engineer

CONTACT ME

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EDUCATION

Mechanical Engineering N6
College of Cape Town
20015 - 2017

Full-Stack Java Bootcamp
Freethink Software Developers

Frontend Development
CodeYourFuture
Aug - Jan 2025

SKILLS

- Software Development & Automation
- Quality Assurance & Testing
- Version Control
- Data Analysis & Reporting
- Cloud Computing
- Process Improvement

WORK EXPERIENCE

Owner | Consultant Sept 2024 - Present
g0g0's X roads | South Africa

- Developed a digital transformation roadmap and internal communication processes for Sureco Trading.
- Delivered a complete website solution, including domain setup, hosting, and CMS with training for self-management.
- Built a long-term consulting relationship, providing ongoing technical support and process improvements.
- Runner-up in the 2024 Astron Energy Startup Pitch Competition with a Disruptive Domestic Distribution model.
- Led QA and CX efforts for QuranBook.com, enhancing UI/UX and contributing to its successful launch in early 2025.
- Created impactful user stories, improving the MVP quality for a stronger product launch.

IT Support Specialist April - Sept 2024
Pixel Faerie | Cape Town

- Delivered IT support for Windows OS and .NET framework in a fast-paced 24/7 production environment.
- Automated desktop cleaning with PowerShell, reducing cleanup time by over 90% for production machines.
- Created documentation and trained staff on automation tools, enhancing team productivity.
- Diagnosed and escalated .NET PowerPoint add-on issues, collaborating with developers for rapid fixes.
- Used SQL queries to retrieve timesheet and slideshow data, reducing database analyst workload.
- Recovered PowerPoint data during version control failures, minimizing downtime for users.
- Designed a static internal newsletter website with CMS and anonymous suggestion box, streamlining content updates.
- Supported cloud migration, contributing to fault-tolerant infrastructure design.

Head of Operations Sept 2023 - April 2024
Hybrid Security | Cape Town

- Directed day-to-day operations for a security firm, managing CCTV analysts, technical teams, and security personnel across 11 client sites.
- Optimized team structure by appointing supervisors, fostering autonomy, improving communication, boosting productivity and team cohesion.
- Implemented a formal reporting system using Excel and integrated secure business communication tools for real-time incident management.
- Increased off-site client servicing by over 100%, driving significant revenue growth within one financial year.
- Developed KPIs and performance metrics for technical and analyst teams, enhancing accountability and efficiency.
- Responded to critical security incidents with decisive action, balancing client needs and employee welfare, including trauma support.
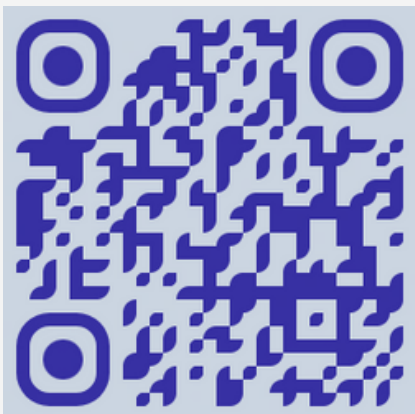
STRENGTHS

- Leadership

- Collaboration & teamwork

- Business Operations & Service Delivery

- Problem-Solving & Strategic Thinking

- Adaptability & Resilience

- Quality Focus & Attention to Detail

- Negotiation & Conflict Resolution

- Time Management & Prioritization

CONTACT ME

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Prompt Engineer | Junior Full Stack Developer — April - Aug 2023
Medici Energy | Cape Town

- Automated core bookkeeping processes across 33 international entities, reducing manual data entry and increasing efficiency through Python and advanced Excel automation.
- Designed and implemented a scalable data processing workflow, utilizing VBA macros and NumPy to streamline reconciliation and reporting.
- Navigated language barriers, integrating German-language spreadsheets and fostering collaboration with finance teams to extract process insights.
- Mitigated team resistance by building trust and emphasizing skill development, aligning automation efforts with team empowerment and business goals.
- Spearheaded DevOps collaboration on Magento 2 product review plugins, resolving deployment challenges and enhancing custom client solutions.
- Developed, tested, and deployed tailored PHP modules, contributing to seamless eCommerce functionality across multiple shops.

Business Operations Supervisor — Nov 2017 - Dec 2020
LifeCheq | Cape Town

- Engineered automated, fault-tolerant systems for client onboarding, financial plan management, and consultant scheduling. Co-developed an in-house web app using Clojure, cutting costs by replacing Salesforce and streamlining core processes for financial advisory services.
- Established and led the IT Helpdesk, designing a custom ticketing system for internal and external support. Hired and mentored technical specialists to enhance service delivery and escalation handling.
- Integrated QA responsibilities within the development lifecycle, executing manual and automated tests using tools like Postman. Identified bugs, enhanced testing processes, and supported continuous delivery in an agile environment.
- Spearheaded office expansion projects in Cape Town and Johannesburg, managing procurement, design, and contractor coordination. Delivered modern workspaces aligned with startup culture and ergonomic standards.
- Fostered a cohesive, dynamic company culture by initiating a "Happy Hour" Slack channel and organizing team-building events, contributing to LifeCheq's engaging and collaborative work environment.

Customer Experience CX — July 2011 - April 2014
Amazon | Cape Town

- Delivered technical support for Kindle and other Amazon devices across Amazon.co.uk and Amazon.com, resolving issues via phone, email, and chat with a focus on root cause analysis.
- Optimized daily production schedules as a Workflow Analyst, improving resource allocation and reducing service disruptions.
- Participated in a pilot project testing a custom Ubuntu-based OS for production floors, sparking a lasting interest in Linux systems.
- Participated in a community upliftment initiative, contributing to park revitalization efforts and supporting shelter placements for local homeless individuals.

REFERENCES

Toni Canham
Sanlam | Business Compliance

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