



Jonathan Roets

IT

Contact

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Websites, Portfolios, Profiles

- <https://jo4.co.za/>

Skills

Operations management

Client relationship management

Relationship management

Strong organization

PC troubleshooting

Windows 10/11

Linux

Dynamic professional with a proven track record in operations management and client relationship management. As an Owner/Operator, I enhanced customer satisfaction through exceptional service and effective communication. At APP Cellular, I improved data accuracy and streamlined processes, leveraging strong organizational skills and expertise in SQL to drive performance improvements.

Experience

2 years , 7 months

2023-06 -
Current

Owner/Operator

Self Employed, Nigel, South Africa

- Managed day-to-day business operations.
- Provided exceptional customer service, addressing issues promptly to ensure customer satisfaction and repeat business.
- Increased customer satisfaction by providing high-quality services and timely communication.
- Trained and motivated employees to perform daily business functions.
- Assessed income and expenses and adapted plans to improve profit levels.

1 year , 6 months

2023-01 -
2024-06

IT & Data Support Assistant

APP Cellular , Nigel, South Africa (Remote)

- Created, prepared, and delivered reports to various departments.
- Monitored employee and customer interactions to assess quality of service.
- Implemented best practices for data entry accuracy, streamlining information retrieval efforts across departments effectively.
- Assisted in the development of training materials and resources for the support team to enhance overall performance levels.
- Handled escalated customer complaints professionally, working towards satisfactory resolutions for all parties involved.
- Collaborated with cross-functional teams to ensure seamless communication and effective problem resolution.

software installation

Networking (IP, LAN/WAN, routers, switches)

Wi Fi troubleshooting

Python TOP 10%

SQL

Languages

English

Bilingual or Proficient (C2)

Afrikaans

Bilingual or Proficient (C2)

Education

Expected in 2028-12	Bachelor of Science: IT <i>Richfield - Johannesburg, South Africa</i>
Expected in 2026-01	Certificate: Networking <i>CompTIA - 3500 Lacey Road · Suite 100 · Downers Grove, IL 60</i>
Expected in 2026-01	Certificate: Database <i>Oracle - Austin, Texas</i>

Machine Learning and Cybersecurity

Since you built an actual tool for your business, this is your strongest asset. It moves "Machine Learning" from a hobby to a tangible achievement.

Custom ERP System & Predictive Analytics (Python/Flask)

- Designed and developed a full-stack Enterprise Resource Planning (ERP) system to manage operations for a mobile coffee business.
- Machine Learning Application:** Engineered an AI-driven inventory module that analyzes three years of historical sales data to predict stock trends and optimize product ordering.
- Tech Stack:** Built using Python (Flask), JavaScript, HTML, CSS, and SQLite.

Cybersecurity Lab & CTF Experience

- Actively engaged in practical penetration testing and vulnerability assessment through Capture The Flag (CTF) challenges (e.g., Kioptrix Level 1).
- Gaining hands-on proficiency with industry-standard security tools including **Hydra** for brute-force analysis and understanding **SQL injection** vectors to improve web application security.
- Concurrently building theoretical knowledge through **CompTIA Network+** studies to strengthen foundational understanding of network architecture and security.