



# Jonathan Roets

IT

## Contact

### Address

Nigel, gauteng 1491

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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

Expected  
in 2026-01

Expected  
in 2026-01

### Bachelor of Science: IT

Richfield - Johannesburg, South Africa

### Certificate: Networking

CompTIA - 3500 Lacey Road · Suite 100 · Downers Grove, IL 60

### Certificate: Database

Oracle - Austin, Texas

## 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., Kroptrix 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.