JACQUES VAN HEERDEN

SOLUTIONS ENGINEER

SECONDARY EDUCATION

Hoërskool Noordheuwel
(Class of 2015)

TERTIARY EDUCATION

Bachelor of science in Information Technology
(Class of 2025)

SOFT SKILLS

Technical training & mentorship
Stakeholder communication
Process optimization
Requirements gathering
Conflict resolution
Cross-department collaboration
Strategic decision-making
Critical thinking
Adaptability in high-pressure situations

STRENGTHS

Proactive problem identification
Systems thinking
Continuous learning & research
Client relationship management
Attention to detail

PERSONAL INFORMATION

First Name:	Jacques
Last Name:	van Heerden
Driver's License:	Yes (Code B & Own Transport)
Date of Birth:	27 October 1997
Languages:	English, Afrikaans
Passport:	Yes
Nationality:	South African
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Email Address:	jvanheerden38@gmail.com

SUMMARY

I am a systems engineer with a strong IT foundation and hands-on experience across diverse technical environments. I have a particular passion for penetration testing and web application security, and I dedicate much of my spare time to exploring AI-driven approaches to software development.

EXPERIENCE

Systems Engineer | Scaled | 2023/07/05 - Present
- Job description:
    - Secure and optimize client networks, endpoints, and cloud environments.
    - Identify and remediate security vulnerabilities and ensure compliance.
    - Develop automation scripts to enhance helpdesk operations.
    - Provide incident response support and threat mitigation.
    - Maintain documentation of security incidents and automation workflows.
- Key achievements
    - TSI (Type/Subtype/Item) Project – Organized ticket Type/Subtype/Items for PIA integration and revamped knowledge base to enable targeted automation.
    - Dispatch Covering – Managed high-priority incidents and developed SOPs during dispatch manager's leave.
    - Team Player Award - Recognized for exceptional communication skills, a consistently uplifting attitude, and fostering a positive, cohesive team environment.

IT Supervisor | Prime Meridian Direct | 2021/06/22 – 2023/07/01
- Job description:
    - Supervised IT operations for 200+ end-users and managed technician team.
    - Oversaw infrastructure upgrades, patch management, and endpoint protection.
    - Led security hardening projects aligned with CIS Controls (v8).
    - Coordinated system migrations and vendor relationships.
- Key achievements
    - IT Performer of the year award.

Owner / Lead Technical Support | Backend IT (Pty) Ltd | 2019/08/01 – 2021/06/19
- Job description:
    - Provided IT support for small to medium-sized businesses.
    - Designed secure network infrastructures and managed Microsoft 365 migrations.
    - Performed server maintenance, backups, and disaster recovery planning.
    - Handled client acquisition and delivered training sessions.

Senior IT Administrator | IT Tech Services | 2019/07/22 – 2020/10/01

- Job description:
  - Administered Windows Server, Active Directory, and Group Policies.
  - Implemented firewall rules and network segmentation.
  - Resolved escalated support issues and mentored junior staff.

Junior IT Manager | Laerskool Kenmare | 2018/11/05 – 2019/03/30

- Job description:
  - Maintained school IT infrastructure, including servers, Wi-Fi, and smart classrooms.
  - Provided on-site support for staff and student hardware/software issues.
  - Managed user accounts and access permissions.
  - Handled IT budgeting and procurement of hardware/software.
  - Implemented antivirus and basic cybersecurity controls.

Service Desk Engineer | Vodacom Midrand | 2018/07/01 – 2018/11/01

- Job description:
  - Provided Level 1–2 support for network, software, and mobile device issues.
  - Logged and escalated tickets using the internal ITSM platform.
  - Assisted with new user setups and system access provisioning.
  - Delivered remote and on-site support to enterprise clients.
  - Participated in daily support meetings and SLA tracking.

INTERNATIONAL QUALIFICATIONS

ITIL v4 Foundations
C# (C Sharp) Certification Course
Microsoft Certified: Azure Fundamentals
Cisco Certified Network Associate: Routing and Switching
Fortinet: Network Security Expert 1 & 2
CompTIA: A+ Computer Architecture
Microsoft Certified Solutions Expert: Cloud Platform & Infrastructure
Microsoft Certified Solutions Expert: Productivity
Microsoft Certified Solutions Associate: Windows Server 2012
Microsoft Specialist: Configuring Windows Devices
Microsoft Technology Associate: Networking Fundamentals
Microsoft Technology Associate: Security Fundamentals
Microsoft Certified Professional
Vodafone: Digital Business Essentials

NATIONAL QUALIFICATIONS

B.Sc. IT Degree (Golden Key Student & Cum Laude)
Information Technology: Systems Support (NQF Level 5)
Information Technology: Database Administration (NQF Level 6)

System.out.println("References available upon request");