



JACQUES VAN HEERDEN

AI / SYSTEMS ENGINEER



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
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SUMMARY

AI-focused systems engineer with experience in AI-ready architecture, data integration, automation, and Microsoft cloud environments. Skilled in assessing AI readiness, integrating APIs, and improving business processes through intelligent automation and generative AI, with hands-on experience in Azure, REST APIs, and C#/.NET development.

EXPERIENCE

AI / Systems Engineer | Scaled | 2023/07/05 - Present

Job description:

- Integrated automation with Microsoft 365 and Azure environments using scripts and APIs.
- Developed automation scripts to enhance helpdesk operations.
- Prepared and standardized system, ticketing, and knowledge base data for automation and AI readiness.
- Structured documentation and knowledge bases to support intelligent, AI-assisted decision-making.
- Designed and documented secure, scalable architectures to support future AI integrations.

Key achievements

- **TSI Automation Project** – Re-architected ticket taxonomy and documentation to enable AI-driven routing and automation.
- Led operational continuity during dispatch management absence and identified opportunities for skill-based ticket routing.
- **Team Player Award** – for communication and collaboration excellence.

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.**

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

TECHNICAL SKILLS

- AI & Architecture
- AI solution architecture
- Data integration & API orchestration
- Generative AI use cases for business automation
- Secure AI deployment principles

Microsoft Ecosystem

- Azure Virtual Machines
- Azure AD / Entra ID
- Microsoft 365
- SharePoint Online
- Power Platform exposure
- Endpoint Manager (Intune)

Development (Senior-Level)

- C# / .NET
- ASP.NET
- REST API development & integration
- PowerShell automation
- Python
- YAML
- GitHub

Databases

- MySQL
- PostgreSQL
- NoSQL (MongoDB)

Automation & DevOps

- Docker (foundational)
- CI/CD concepts
- MSP automation platforms (PIA, Kaseya VSA)
- Workflow orchestration



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)