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, Python, and C#/.NET development.

EXPERIENCE

AI / Systems Engineer | Scaled | 2023/07/05 - Present
Job description:

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

Key achievements

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

IT Supervisor | Prime Meridian Direct | 2021/06/22 – 2023/07/01
Job description:

o Supervised IT operations for 200+ end-users and managed technician team.
o Oversaw infrastructure upgrades, patch management, and endpoint protection.
o Led security hardening projects aligned with CIS Controls (v8).
o Coordinated system migrations and vendor relationships.

Key achievements

o **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:

o Provided IT support for small to medium-sized businesses.
o Designed secure network infrastructures and managed Microsoft 365 migrations.
o Performed server maintenance, backups, and disaster recovery planning.
o Handled client acquisition and delivered training sessions.

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

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

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

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

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

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

INTERNATIONAL QUALIFICATIONS

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

NATIONAL QUALIFICATIONS

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