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JACQUES VAN HEERDEN

SOLUTIONS 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
Nationality: South African
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SECONDARY EDUCATION

Hoërskool Noordheuwel
(Matriculated 2015)

TERTIARY EDUCATION

Bachelor of Science in
Information Technology
(NWU 2025) – Cum Laude &
Golden Key Student

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
Ability
Client Relationship Management

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

TECHNICAL SKILLS

Cloud Computing
Virtualization
Networking
Scripting
End-user Support
Automation Tools
Security
Database Management
Software Development

TECHNOLOGIES

Windows Server
Fortinet
Mikrotik
SonicWALL
Cisco Meraki
Ubiquiti UniFi
VMware ESXi
Azure Virtual Machines
VPN Technologies
Intune (Endpoint Manager)
Auvik
Liongard
Microsoft 365
Google Workspace
Azure AD
Exchange Online
SharePoint Online
ThreatLocker
Huntress
ESET
Password Managers (various)
ConnectWise
Kaseya VSA
PIA
IT Glue
Snipe-IT
Veeam
Acronis
Datto
PowerShell
Batch Scripting
YAML
Docker (basic exposure)
GitHub
REST APIs
MySQL
PostgreSQL
NoSQL
C#.NET
ASP.NET
Java
Node.js

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)
Information Technology: Systems Support (NQF Level 5)
Information Technology: Database Administration (NQF Level 6)



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