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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

# 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  
Phone Number: (+27) 83 652 9714  
Email Address: [jvanheerden38@gmail.com](mailto: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

# 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");