SOLUTIONS ENGINEER

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CURRICULUM VITAE OF JACQUES VAN HEERDEN

ABOUT ME

As a solutions engineer with expertise in AI implementation and helpdesk automation, I have a solid IT foundation complemented by my academic background. I am particularly drawn to penetration testing and web application security, while also dedicating time after hours to developing machine learning models and exploring AI-driven software development.

EDUCATIONAL STATUS

- BSc IT (Northwest University)
- ITILv4 (Pink Elephant)
- AZ900 (Microsoft)
- CCNA /A+ (Exponant)
- MCSA (CTU Training Solutions)
- MCSE (CTU Training Solutions)

PROFESSIONAL EXPERIENCE

Solutions Engineer (Security Incident Responder) | Scaled | 2023/07/05 - Present
Job Description:

- Secure and optimize client networks, endpoints, and cloud environments by implementing proactive cybersecurity measures.
- Identify and remediate security vulnerabilities, ensuring compliance with best practices and industry standards.
- Develop and deploy automation scripts and tools to enhance helpdesk operations and reduce manual workload.
- Collaborate with internal teams and external vendors to implement and refine solutions.
- Provide incident response support, investigating security alerts and mitigating threats.
- Maintain detailed documentation of security incidents, configurations, and automation workflows for continuous improvement.

HOBBIES

- HackTheBox playground
- Outdoor activities
- Creative & Recreational pursuits

KEY ACHIEVEMENTS:

2024/07 – 2025/07: Helpdesk Automation & Enterprise Security Enhancements

- Successfully worked on projects involving enterprise applications, SSO configurations, and an in-house helpdesk automation initiative.
- Leveraged tools such as ConnectWise, PIA, and inline PowerShell scripting to streamline operations and enhance efficiency.
- Initiated a project that accounts for the automation of skills-based routing of tickets to reduce response times and improve first-call resolution rates.

INTERPERSONAL SKILLS

- Delegation & Leadership
- Comprehensive Reporting & Documentation
- Attention to Detail
- Effective Communication & Team Collaboration
- Analytical Thinking & Problem-Solving
- Time Management & Prioritization

2024/11 – 2025/05: Dispatch & Incident Coordination

- Took on the role of dispatch coordinator during the dispatch manager's leave, ensuring rapid response to high-priority requests, incidents, and ticket escalations.

TECHNICAL SKILLS

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

STRENGTHS

– Charismatic & Motivational Leadership
– Empathetic & People-Oriented Approach
– Strong Organizational & Strategic Thinking Skills

AWARDS

2021 - IT Performer of the Year
Prime Meridian Direct

2024 - Golden Key International Honour Society
North-West University

2024 - Team Player Award
Scaled
Recognized for exceptional communication skills, a consistently uplifting attitude, and fostering a positive, cohesive team environment.

TECHNOLOGIES

– Windows Server (2008/2012/2016/2019)
– Fortinet, Mikrotik, SonicWALL
– Cisco Meraki, VMware ESXi, VPN
– Microsoft 365, Google Workspace, Azure AD
– ThreatLocker, Huntress, ESET
– ConnectWise, Kaseya VSA, PIA
– Veeam, Acronis, Datto
– PowerShell, Batch Scripting

IT Supervisor | Prime Meridian Direct | 2021/06/22 – 2023/07/01
Employment Duration – 2 Years and 1 Month
Job Description:

• Supervised daily IT operations and support for over 200 end-users.
• Managed a team of technicians, assigning tasks and ensuring SLA compliance.
• Oversaw infrastructure upgrades and patch management across all departments.
• Coordinated cybersecurity initiatives, including endpoint protection and staff training.
• Provided technical leadership for system migrations and software rollouts.
• Liaised with vendors and service providers for procurement and support contracts.
• Led phased implementation of security hardening projects aligned with CIS Controls (v8), including user access reviews, secure configuration baselines, and continuous monitoring enhancements.

Owner/Lead Technical Support | Backend IT (Pty) Ltd | 2019/08/01 – 2021/06/19
Employment Duration – 11 Months
Job Description:

• Provided on-site and remote IT support for small to medium-sized businesses.
• Designed and implemented secure network infrastructures (Wi-Fi, LAN, VPN).
• Managed Microsoft 365 migrations and tenant configurations.
• Performed server maintenance, backups, and disaster recovery planning.
• Handled client acquisition, billing, and contract negotiation.
• Consulted on cybersecurity best practices and performed vulnerability scans.
• Developed SOPs and documentation for recurring IT processes.
• Delivered client training sessions on IT tools and systems.

Senior IT Administrator | IT Tech Services | 2019/07/22 – 2020/10/01
Employment Duration – 1 Year and 4 Months
Job Description:

• Administered Windows Server, Active Directory, and Group Policies.
• Managed VoIP systems, cloud backups, and data integrity checks.
• Resolved escalated support issues and performed system audits.
• Implemented firewall rules and network segmentation for security.
• Mentored junior staff and coordinated with vendors on IT assets.

Junior IT Manager | Laerskool Kenmare | 2018/11/05 – 2019/03/30
Employment Duration – 6 Months
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.

- IT Glue, Snipe-IT
- Altigen, Euphoria, Microsoft Teams
- Java, C#.NET, ASP.NET, Python, SQL

Service Desk Engineer | Vodacom Midrand | 2018/07/01 – 2018/11/01
Employment Duration – 5 Months
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 2
- Fortinet: Network Security Expert 1
- 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)

SHORT COURSES

- 2025 Cybersecurity Manager Training
- 2025 HIPAA Security and Privacy Training
- 2025 Cybersecurity Training
- Microsoft Word Fundamentals
- Kaseya Certified Administrator in IT Glue
- Certified Cyber Hero – ThreatLocker
- ConnectWise Certified PSA Engineer/Technician
- VSA Kaseya Certified Technician Program
- 2023 Cybersecurity Training
- 2023 HIPAA Manager Training
- Bringing ITSM and ITIL® to Life!
- Learn Ethical Hacking from Scratch 2024
- 2023 HIPAA Security and Privacy Training
- Google Cybersecurity Training
- Artificial Intelligence (AI) Cybersecurity Training
- Artificial Intelligence (AI) Fundamentals
- Microsoft Cybersecurity Training
- Certified Information Systems Security Professional CISSP
- DR – IT & BCP (Business Continuity Planning)
- Learn Python - Full Course for Beginners

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