

# JAKO HERSELMAN

POST GRAD. SOFTWARE DEV / WEB CONTENT CREATOR

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70 JEAN AVE, DORINGKLOOF, CENTURION

## OBJECTIVE

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I am seeking to apply my technical and problem-solving skills in a dynamic environment where I can contribute to the efficiency and effectiveness of operations. I am eager to join a team that values growth and collaboration, allowing me to further develop my current skills, learn new ones, and contribute to the success of the business. Dedicated to maintaining high standards of performance and customer satisfaction while continuously expanding my knowledge in evolving technologies.

## SKILLS & ABILITIES

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I possess strong teamwork and time management skills, allowing me to collaborate effectively and meet deadlines in fast-paced, high-pressure environments. My critical thinking and problem-solving abilities enable me to approach challenges with a logical and strategic mindset.

I am proficient in Microsoft Office applications, including Word, Excel, PowerPoint, and Access, and have experience with programming languages such as C++, C#, PHP, SQL, HTML, CSS, and JavaScript. I have further enhanced my front-end development capabilities through hands-on experience with the Tailwind CSS framework and by working with JSON structures.

In addition, I have developed skills in Photoshop for creating visually appealing product images and gained a basic understanding of marketing principles through content creation and collaboration with design teams. These combined technical and creative abilities allow me to adapt to various tasks and contribute effectively to both technical and design-oriented projects.

I am currently developing an online portfolio, which can be viewed at <https://jakkalsjr.github.io>

## EXPERIENCE

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### **Evetech                      2025 – Current**

#### Web Content Creator

- Created and maintained detailed product overview pages for all new product launches, ensuring accuracy, consistency, and alignment with brand standards.
- Updated and optimized existing product overviews to enhance readability, visual appeal, and user engagement.
- Worked with Photoshop to create appealing product description images, developing practical design skills and an eye for visual presentation.
- Collaborated closely with front-end and back-end developers to ensure seamless content integration and website functionality.
- Provided constructive feedback and contributed creative ideas to improve website layout, navigation, and overall user experience.
- Worked within a custom CMS environment to manage, format, and publish content efficiently.
- Continued to develop technical skills, including improving proficiency in HTML, learning to use the Tailwind CSS framework, and exploring the basics of JSON.
- Contributed to cross-departmental projects aimed at enhancing product presentation and optimizing web performance.
- Additionally, I assisted in the PC labs by assembling desktop systems and installing all the required software.

### **NW Internet Services (NWISP)                      2025**

#### Wireless Network Field Technician

- Installing wireless internet hardware and setting up the equipment.
- Setting up the internal network at client sites.
- Troubleshooting hardware and software issues.
- Conducting site surveys for network installations.
- Providing remote support and troubleshooting for clients' networks.

- My main duties are that of a receptionist. I greet customers with a professional, yet friendly, and approachable manner. I listen to their technical issues and take the appropriate course of action.
- I am responsible for creating tickets for the appropriate situation. Create tickets if equipment needs repairing, sending technicians out to the client's site, remote support or site-survey tickets.
- I would answer calls and direct them to appropriate extensions: Accounting, Sales, Technical or handle the client if there is a problem where I need to create a ticket as stated in the above bullet. If there is a quickly resolvable problem that I can handle myself, I would assist the client myself.
- When applicable, I will assist the client myself in the related departments that they need help with. I will handle technical, administrative, accounts, and sales queries. This will either be in person, remote logins or telephonically.
- I also assist in sales, which includes assisting clients with purchasing stock items or providing quotes. I handle quote requests by sourcing items from suppliers, preparing and sending detailed quotes to clients, and processing accepted quotes to order the necessary products. Additionally, I offer guidance to clients in selecting the most suitable products for their needs, including recommending the best laptops or custom-built desktops to match their specific requirements.
- I provide technical assistance to clients whenever possible, focusing on resolving issues efficiently. As a trainee technician in the workshop, where I am assigned to work once a week, I conduct remote support sessions by logging into clients' PCs to troubleshoot and resolve problems. I also assist with the repair of desktops and laptops brought in by clients. While I am not yet a certified technician, all technical work is supervised by a certified professional to ensure accuracy and quality.

- Work in a formal environment for large events including weddings, parties, etc.
- Skills and Responsibilities:
- Work well in teams
- Working in a fast-paced environment
- Time management
- Table setting skills -Seating guests
- Assist guests with any questions they have regarding the event
- Serving dishes to tables my team and I are responsible for
- Making sure the tables are cleared and cleaned after each dish
- Cleaning event halls after even

## EDUCATION

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### **2019 - 2022**

National Diploma: Information Technology (Software Development):

I successfully completed a 3-year course at NMMU, despite the unexpected challenges brought by the Covid-19 pandemic. The course required constant adaptation, as the pandemic caused frequent disruptions, including changes to mentors and course delivery. Each shift in circumstances altered the direction of our studies, demanding flexibility and resilience. Despite these challenges, I remained focused and achieved multiple distinctions throughout the program.

## COMMUNICATION

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I am fluent in both Afrikaans and English, with excellent verbal and written communication skills in both languages.

## LEADERSHIP

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While I have not yet held a formal leadership role, I am actively developing my leadership abilities through teamwork, initiative, and continuous learning. I strive to understand different perspectives, support my colleagues effectively, and take proactive steps when challenges arise. I view leadership as an evolving skill and remain committed to strengthening it through experience and collaboration.