

Curriculum Vitae of Jacob Boipelo Swati

Professional Summary

Experienced Solution Support Engineer with 4+ years of experience in managing, configuring, and troubleshooting Microsoft Endpoint Manager (Intune) and System Center Configuration Manager (SCCM). Proficient in deploying software, managing device compliance, automating patch management, and supporting mobile device management (MDM) across Windows, macOS, and Android/iOS platforms. Seeking to contribute to SARS's mission by ensuring high standards of software quality and aligning with the organisation's strategic objectives. Visit my [website](#) for more info.

Education

Bachelor of Science (Applied Mathematics)

University of Pretoria
Graduated: April 2019

Professional Experience

Junior Solution Support Engineer

SARS

March, 2021 – Present

- Package, test, and deploy software and updates using SCCM for on-premise devices and Intune for cloud-managed devices.
- Automate and monitor patch deployment processes for Windows, macOS, and third-party software using SCCM and Intune.
- Generate reports on software compliance, patch management, and device health using SCCM and Intune reporting tools.
- Perform regular maintenance, updates, and upgrades for both Intune and SCCM environments to ensure optimal performance.
- Participate in projects involving migrations, upgrades, or large-scale deployments of SCCM and Intune.

Data Scientist Trainee

Deviare

July, 2019 – September, 2020

- Assisted in writing and optimising SQL queries for data extraction and analysis.

- Supported senior data scientists in data manipulation tasks and feature engineering projects.
- Conducted preliminary data analysis and prepared reports using SAS and PowerBI.
- Participated in forecasting and optimisation projects, providing analytical support.
- Collaborated with team members to develop and refine scorecards for performance tracking.

Technical Skills

- **SQL:** Complex query writing, data extraction, manipulation, and analysis.
- **Programming Languages:** Python and Powershell.
- **Analytics Tools:** PowerBI.
- **Data Visualization:** Reporting and visualisation techniques.
- **Operational Analytics:** Forecasting, optimisation, performance monitoring.

Key Competencies

- Strong analytical mindset with the ability to derive actionable insights from large datasets.
- Excellent communication skills for conveying complex analytical findings to non-technical stakeholders.
- Demonstrated problem-solving abilities using data-driven approaches.
- Ability to engage with stakeholders and collaborate with cross-functional teams.
- Commitment to continuous learning and improvement, with a passion for mastering new skills.

References

- Ms Jacqueline Pietersen (Senior Alumni Officer @ Central University of Technology) - +27(0) 507 3400 - jhpietersen@cut.ac.za
- Prof Thando Ndarana (Associate Professor @ University of Pretoria) - (012) 420 5164 - thando.ndarana@up.ac.za