

Curriculum Vitae of Jacob Boipelo Swati

Professional Summary

Experienced Solution Support Engineer with a strong passion for quality and over 5 years of experience in software testing and configuration. Skilled in functional and non-functional testing, project team resource management, and process improvement. Seeking to contribute to SARS's mission by ensuring high standards of software quality and aligning with the organisation's strategic objectives. Visit my [Virtual Resume](#) 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

- Conducted functional and non-functional testing for software applications, ensuring alignment with quality standards and user satisfaction.
- Collaborated with cross-functional teams to identify and resolve testing issues, contributing to the successful delivery of projects.
- Developed and maintained productive working relationships with peers and team members to achieve predefined objectives.
- Provided authoritative expertise and advice to internal stakeholders, fostering a culture of service excellence.
- Report on project progress, including qualitative and quantitative metrics, to stakeholders across multiple dimensions.

Data Scientist Trainee

Deviare

July, 2019 – September, 2020

- Assisted in writing and optimizing 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 optimization 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, R.
- **Data Manipulation:** Data cleaning, transformation, and feature engineering.
- **Analytics Tools:** SAS, PowerBI.
- **Data Visualization:** Reporting and visualization techniques.
- **Operational Analytics:** Forecasting, optimization, 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