

CLEMENT JOUBERT

Technical Support Engineer | Cloud & DevOps Specialist | SaaS & FinTech

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PROFESSIONAL SUMMARY

Results-driven Technical Support Engineer with over five years of progressive experience across fintech, property technology, and enterprise SaaS. Currently at MRI Software resolving complex backend database issues for accountants, finance directors, and senior stakeholders across General Ledger, Accounts Payable, and Bank Reconciliation systems. Brings SQL-level database expertise alongside strong client consulting and cross-functional collaboration skills. Oracle OCI Certified across three specialisations, with hands-on experience in AWS, payment processing systems, API-integrated environments, and VAS support. Experienced in service desk management, SLA-driven operations, and knowledge base development within fast-paced SaaS fintech environments.

TECHNICAL SKILLS

Oracle Cloud (OCI): OCI Generative AI Professional (Certified), OCI DevOps Professional (Certified), OCI AI Foundations (Certified), OCI Infrastructure, Cloud-native Architecture

Automation & DevOps: Python, CI/CD Pipelines, Docker, Kubernetes, Git, Agile / Scrum, ITIL Frameworks, Ansible, Bash

Databases & SQL: SQL (Oracle 23ai, PostgreSQL, MySQL), Data Querying, UPDATE/DELETE Operations, GL & Bank Rec Analysis, ETL Pipeline Design

Languages & Frameworks: Java, Python (Django), React, TypeScript, FastAPI, SQLAlchemy, LangChain, NumPy, Pandas

Networking & APIs: TCP/IP, Load Balancers, Firewall, VPN, REST API Integration & Troubleshooting

Monitoring & Observability: Grafana, AWS CloudWatch, Root Cause Analysis (RCA), Proactive Alerting & Incident Response

CRM & Support Platforms: Salesforce, ACA 3 (Amazon), SAP (Billing & Reporting), ITIL Service Desk, Ticketing Systems

FinTech Domain: VAS & Payment Processing, Transaction Troubleshooting, SaaS Financial Platforms, SLA Management

Soft Skills: Stakeholder & Client Communication, Technical Consulting, Cross-functional Teamwork, Root Cause Analysis, Coaching & Knowledge Sharing, De-escalation, Process Improvement, Attention to Detail, Adaptability in Fast-paced Environments

CERTIFICATIONS

- OCI 2025 Certified Generative AI Professional | Oracle
- OCI 2025 DevOps Professional | Oracle
- OCI AI Foundations Associate (2025) | Oracle
- Software Engineering Certification — 95% Aggregate | HyperionDev

PROFESSIONAL EXPERIENCE

MRI Software

Support Analyst | Cape Town, South Africa

July 2025 – Present

Provides advanced technical and financial software support for MRI's enterprise SaaS property technology platform, working directly with accountants, finance directors, and senior stakeholders to investigate and resolve complex systemic backend issues.

- **Advanced SQL & Database Management:** Uses SQL daily to query live and test databases, executing UPDATE and DELETE operations across GL and Bank Rec tables to trace and correct erroneous entries — resolving out-of-balance General Ledgers, Accounts Payable errors, Bank Reconciliation failures, and closed-period system blocks at the source.
- **Client Consulting & Technical Training:** Leads client onboarding sessions covering system configuration, data formatting, and introductory SQL coaching — enabling clients to self-serve data queries and reducing recurring support volume over time.
- **Case Management & Cross-functional Escalation:** Manages all client interactions and escalations through Salesforce CRM, maintaining a fully auditable support trail. Collaborates with internal engineering and SAP teams to drive permanent resolution of systemic platform issues.
- **SOP & Knowledge Base Contribution:** Creates and maintains support documentation and resolution logs, keeping the internal knowledge base current and reducing resolution time for repeat issues across the team.

Amazon SDE Mentorship Programme

Software Development Mentee | Self-directed

2025 | Completed alongside Amazon tenure

Voluntarily pursued Amazon's Software Development Engineer Mentorship Programme outside of regular work hours while employed at Amazon, demonstrating initiative and commitment to growing beyond a support role.

- **Hands-on Project Work:** Completed a structured series of real-world development tasks covering the fundamentals of enterprise software engineering — including full-stack feature building in Java, AWS, and React — all of which are documented and

showcased on GitHub.

- **Engineering Fundamentals:** Gained practical understanding of cloud-native architecture, CI/CD pipelines, unit testing methodologies, Git version control, and scalable backend design through guided project work with Amazon's SDE team.

Amazon

Technical Support Specialist — Alexa & Smart Home | Cape Town, South Africa

September 2022 – July 2025

Delivered specialist technical support for Amazon's Alexa and Echo smart home ecosystem. Consistently ranked among top performers, with Customer Satisfaction (CSAT) as the strongest metric throughout tenure.

- **Technical Troubleshooting & Ticket Escalation:** Diagnosed and resolved hardware, software, and network connectivity issues across the Alexa and Echo device range using ACA 3 to manage accounts, log escalation tickets, and triage complex issues directly to software development teams.
- **Process Improvement & Diagnostic Design:** Designed a standardised diagnostic checklist adopted team-wide, reducing unnecessary digital transfer rates. Collaborated directly with software developers on recurring bugs, hosting targeted calls to accelerate resolution and improve client outcomes.
- **Coaching, Mentoring & Knowledge Sharing:** Coached associates using a structured call methodology to improve AHT. Developed and distributed practical workflow resources — response templates, troubleshooting checklists, screen-sharing guides, and curated external knowledge references — measurably improving team performance.

Capita South Africa

Customer Service Agent | UK Campaigns: Marks & Spencer & Thames Water

August 2021 – September 2022

Marks & Spencer — Retail E-Commerce

- **Customer Support & First Contact Resolution:** Managed high-volume inbound inquiries across voice and digital channels covering orders, returns, and refunds. Consistently met CSAT and FCR targets while navigating multiple proprietary retail systems simultaneously.

Thames Water — Utility Services

- **Billing Support & SLA Management via SAP:** Used SAP to handle complex billing disputes, generate real-time financial reports, and manage account queries. First point of contact for emergency reporting — dispatching field engineer tickets under strict SLAs and arranging support plans for vulnerable customers.

KEY PROJECTS

Nexus | Internal Support & Ticketing Intelligence Platform

- Full-stack internal ticketing system with real-time analytics dashboards and role-based access control. Stack: React, TypeScript, TailwindCSS, FastAPI, SQLAlchemy, PostgreSQL, Docker.

DataStream | Automated Sales ETL Pipeline

- End-to-end ETL pipeline automating sales data ingestion, transformation, and delivery into analytics-ready tables, enabling direct business dashboard integration and eliminating manual data preparation.

QueryLens | SQL Analytics & Database Insight Tool

- Built optimised multi-table SQL queries to extract business insights from relational datasets with structured reporting outputs — directly aligned to database-level diagnostic work performed daily at MRI Software.

EDUCATION

Software Engineering Certification — 95% Aggregate | HyperionDev

Full-Stack Development, DevOps, and Cloud Computing. Top percentile of cohort. Covered software architecture, data structures, version control, and cloud deployment.