

Janco van Heerden

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PROFESSIONAL SUMMARY

I am a passionate computer science enthusiast with a strong focus on front-end web development and expertise in Python, JavaScript, HTML, CSS, and more. I have completed a Programming Foundations course, gaining comprehensive knowledge in software development, programming concepts, and various technologies. My strengths lie in program design, computer and network architecture, and cloud computing. I am continually pursuing certifications such as Microsoft Azure Fundamentals to further expand my technical expertise. Eager to contribute my skills in a dynamic and growth-focused environment.

EDUCATION

CTU Training Solutions

Mar 2024 – Des 2024

- Python Developer
- Web Developer
- IT Technician / Network administrator
- Database Administrator

EXPERIENCE

IT support | Technician: Bloemfontein, South Africa

Nov 2022 – Des 2022

- I provided technical assistance for over 50 system issues, achieving a 90% resolution rate within the first 24 hours.
- I installed, configured, and maintained more than 50 computer systems and peripherals, ensuring seamless functionality across the network.
- I diagnosed and resolved hardware and software faults, reducing downtime by 40% for end users.
- I managed and upgraded network components, increasing network reliability to 99%.
- I handled over 20 service requests weekly, ensuring timely resolutions and exceeding service-level agreements by 15%.
- I conducted preventive maintenance checks that reduced recurring issues by 25%, improving overall system reliability.

EXPERIENCE

Software Developer | Technician: Bloemfontein, South Africa

July 2024 – Current

- I developed and maintained modules for a Point of Sale (POS) application, improving system efficiency by 25% through performance optimizations and bug fixes.
- I resolved over 95% of technical support tickets on the first attempt, minimizing downtime and enhancing user satisfaction.
- I led the implementation of a major system upgrade, introducing new features that boosted transaction processing speed by 30%.
- I optimized database performance using PL/SQL, reducing query execution times by 40%.
- I managed the deployment of networking solutions across five locations, achieving 100% connectivity uptime.
- I collaborated with a team of three developers, aligning project milestones with client expectations, which led to a 15% reduction in delivery time.
- I created technical documentation and user guides that decreased onboarding time for new users by 20%.
- I conducted training sessions for over 10 staff members, resulting in a 95% adoption rate of the new system within two months.

SKILLS

- Python
- JavaScript
- PL/SQL
- HTML & CSS
- Front-End Development
- UI/UX Design
- Database Management
- Troubleshooting
- Network Configuration
- Microsoft Azure
- Cloud Computing
- System Maintenance
- Problem Solving
- Team Collaboration
- PHP Backend Development
- Node
- Git
- GitHub
- Automation
- Scripting

CERTIFICATIONS

Microsoft Certified: Azure Data Fundamentals Certification	Jun 2024
Certiport Certified: IT Specialist – JavaScript Certification	Nov 2024
Training Certificate: Information Technology: Systems Development, NQF 4, SAQA ID 78965	Des 2024