

JP Sansom

Full Stack Developer | Senior Support Engineer & Trainer



SCAN TO VISIT
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PROFESSIONAL PROFILE

Full-stack developer and experienced technology professional with more than 15 years of experience across enterprise, banking, telecommunications and higher-education environments. Specialises in designing, developing and supporting practical web applications, internal business systems, responsive websites and data-driven management dashboards.

Since 2016, I have pursued independent and contract web and software development, delivering secure, user-friendly solutions built around real operational and business requirements. My development experience includes PHP, MySQL, HTML, CSS, JavaScript, responsive interface design, secure login systems, database-driven applications, reporting platforms, workflow automation and custom software solutions.

My background in senior IT support and technical training strengthens my ability to understand users, troubleshoot complex systems and translate technical requirements into reliable software that improves productivity, visibility and decision-making.

CONTACT DETAILS

WEBSITE

www.jpsansom.co.za

EMAIL

info@jpsansom.co.za

MOBILE

079 899 4616

LOCATION

South Africa

AVAILABILITY

References on request

15+

YEARS IN TECHNOLOGY

2016

DEVELOPMENT JOURNEY
STARTED

8

PROGRAMMING & DB
TECHNOLOGIES

5

OPERATING SYSTEMS
SUPPORTED

Career evidence

EXPERIENCE BY DOMAIN

Web & software development		10+ yrs
Enterprise IT support & engineering		9.7 yrs
Banking IT support & training		2.9 yrs
Mobile data support		1.5 yrs
Telecom solutions sales		0.4 yr

PROFESSIONAL SKILLS PROFICIENCY

Full-stack software development		95%
Technical troubleshooting & problem-solving		94%
Backend development & databases		92%
Business systems & workflow solutions		91%
Responsive web & interface development		90%
Technical training & user enablement		88%

Core competencies

FULL-STACK SOFTWARE DEVELOPMENT

End-to-end delivery across front-end interfaces, server-side functionality, databases, testing, deployment and continuous improvement.

BUSINESS SYSTEMS & DASHBOARDS

Internal business applications, retail and HR systems, operational dashboards, reporting platforms and workflow-focused solutions.

PHP, MYSQL & SECURE AUTHENTICATION

Database design and integration, PHP application logic, MySQL data management and secure database-backed login systems.

RESPONSIVE WEB & INTERFACE DEVELOPMENT

Responsive websites and user-friendly interfaces built with HTML, CSS and JavaScript for desktop and mobile devices.

SENIOR TECHNICAL PROBLEM-SOLVING

Advanced troubleshooting, deployment, backup and recovery across Windows, macOS, Linux, Android and iOS.

TECHNICAL TRAINING & REQUIREMENTS

Translating operational needs into practical software and communicating technical concepts clearly to varied users.

Development & enterprise support

Private development work is shown first because it has run concurrently with formal employment since 2016.

Web & Software Developer - Private Projects

2016 - Current

Independent professional development | South Africa

- Pursued web and software development privately alongside full-time IT support responsibilities from 2016.
- Built and refined practical website and software projects across front-end, back-end, database and application development.
- Applied formal software-engineering knowledge to real-world development, testing, troubleshooting and continuous improvement.

Development focus: Responsive interfaces, database integration, application testing, technical problem-solving and secure web functionality.

Full Stack Developer - Contract

May 2026 - Aug 2026

DWG Group | South Africa

- Developed two retail management systems, an employee monitoring software system and a human resources management system.
- Created k3software.co.za as a website for development-project testing.
- Delivered end-to-end full-stack solutions across application interfaces, server-side functionality and database integration.
- Implemented a functional MySQL database for each project, supported by secure PHP-based login and authentication functionality.

Development tools: Visual Studio Code, NetBeans, JetBrains and PyCharm.

Languages & database technologies: HTML, PHP, JavaScript, Python, Kotlin, Swift, MySQL and phpMyAdmin.

Independent Full Stack Developer

Aug 2025 - Apr 2026

Self-employed | South Africa

- Developed company-owned websites, operational dashboards and software applications for internal business systems.
- Worked across front-end, back-end and database development to produce functional, integrated solutions.
- Translated operational requirements into practical web and software tools aligned with internal workflows.
- Built and maintained application functionality using a multi-language development stack and MySQL database technologies.

Development tools: Visual Studio Code, NetBeans, JetBrains and PyCharm.

Languages & database technologies: HTML, PHP, JavaScript, Python, Kotlin, Swift, MySQL and phpMyAdmin.

Senior Technical & Remote Support Engineer

Jan 2017 - Jul 2025

Datacentrix | Client: University of the Free State, ICT Services | Bloemfontein

- Delivered first-line, escalated remote and onsite technical support to staff and students across Windows, macOS and Linux environments.
- Installed and configured workstations, operating systems, drivers, applications, network printers and scanning solutions; migrated, backed up and restored user data.
- Supported software rollouts, technology testing and adoption, shared mailboxes, email accounts and cloud-based backup and recovery.
- Provided event-critical ICT support for conferences, video sessions, livestreaming, mass Wi-Fi deployments and executive off-campus engagements.
- Entrusted with confidential VIP support.

Relevant technologies: ServiceDesk Plus, SolveIT, Druva, BitLocker, GlobalProtect, Duo, Fortinet, Blackboard, PeopleSoft, ImageNow and Microsoft Office applications.

Earlier career history

Technical support, field engineering, telecommunications, mobile data and business-banking experience.

Regional Technical Engineer

Mar 2016 - Dec 2016

CEB Maintenance Africa | Bloemfontein

- Performed preventative maintenance and remote or onsite troubleshooting for computers, printers, scanners and electronic devices.
- Supported product testing and quality assurance while completing projects to tight deadlines.
- Maintained spare-parts and supply records to support efficient repair and service delivery.

Relevant technologies: Hardware diagnostics, preventative maintenance, field service, product testing and inventory coordination.

Senior Technical Support Engineer

Jun 2015 - Aug 2015

Datacentrix | Client: University of the Free State, ICT Services | Bloemfontein

- Performed data backup, restoration and operating-system migration for desktops and laptops.
- Installed and updated third-party applications, specialised devices and network printers across varied operating systems.
- Provided responsive end-user support for email, software, hardware and connectivity issues.

Relevant technologies: Windows, macOS, backup and restore, printers, software deployment and end-user support.

Telecommunication Sales Specialist

Jan 2015 - May 2015

Kyocera Solutions | Bloemfontein

- Developed tailored LCR, PABX, hardware and software solutions for business clients.
- Prepared quotations and presentations, managed client relationships and coordinated implementation and post-sale support.

Relevant technologies: PABX, LCR, solution sales, quotations, presentations and client relationship management.

Data Support Specialist

May 2013 - Nov 2014

Nashua Mobile Head Office | Bloemfontein

- Supported mobile-network backend systems for MTN, Vodacom and Cell C, resolving technical and account-related queries.
- Configured Outlook and mobile email, troubleshot smartphones and 3G devices, and guided users through backup and restore procedures.
- Provided telephonic support for ADSL and Wi-Fi routers, processed SIM swaps and migrations, and logged escalations with network providers.

Relevant technologies: Mobile data support, Outlook, 3G devices, ADSL, Wi-Fi routers, ticket escalation and customer service.

Regional IT Support Specialist & Trainer - Free State / Northern Cape

Jun 2010 - Apr 2013

Nedbank Business Banking (Pty) Ltd | Regional

- Delivered client training and onboarding for business-banking platforms and provided ongoing support to improve confident, effective use.
- Managed activation and registration of online trade certificates used for secure international transactions.
- Monitored proprietary banking software, resolved system errors and provided preventative guidance to minimise service disruption.
- Maintained CIMA cash devices and installed, configured and tested hardware and software solutions.

Relevant technologies: Client training, business banking platforms, trade certificates, system monitoring, CIMA devices and hardware/software integration.

TECHNICAL PROFILE

Platforms, tools & qualifications

A practical toolkit built through enterprise support, security, continuity, digital and training work.

SERVICE & REMOTE SUPPORT

SOS Remote Support; ServiceDesk Plus; SolveIT; Remote Troubleshooting; Ticket Escalation.

ENTERPRISE APPLICATIONS

ImageNow; PeopleSoft; Blackboard; Gemalto; Collaboration Tools.

ENDPOINT & ENTERPRISE

Windows Deployments; macOS; Linux; Android; iOS; Printers; Scanners; Microsoft Office Applications.

DEVELOPMENT & DATABASES

Visual Studio Code; NetBeans; JetBrains; PyCharm; HTML; PHP; JavaScript; Python; Kotlin; Swift; MySQL; phpMyAdmin.

SECURITY & CONTINUITY

BitLocker; Druva Backup & Restore; Global Protect; Duo Mobile; Fortinet; Multiple Data Recovery Toolkits.

PROFESSIONAL CAPABILITY

Corporate Digital System Training; Project Coordination; Technical Documentation; Customer Service; Analytical Problem-Solving.

Selected software systems

- Retail software systems with analytical management dashboards
- Staff monitoring software program
- Human resources management system

- Stock analysis software
- PigeonX software
- Secure PHP and MySQL login functionality across recent projects

Education & certifications

EDUCATION

International B.Sc. CIS Advanced Software Engineering

CTI Education Group / Cambridge University International | 2007 - 2008

Key modules: Programming Methods, Systems Development, Networking, Web Development, Database Design, Database Development, Systems Analysis and Design, E-commerce, Business Projects and Website Management.

Matric with Exemption

Sentraal High School, Bloemfontein | 2006

CERTIFICATIONS & DEVELOPMENT

- CompTIA Linux+ - 2023
- Computer Forensics - Quality Course Training, 2012
- Mac Basic Training - Core Group Training, 2017
- Project Management Foundations - LinkedIn Learning, 2020
- Customer Service Foundations - LinkedIn Learning, 2021
- Working with Upset Customers - LinkedIn Learning, 2021
- Wireshark Certified Analyst WCA-101 - In progress - started Oct 2025

Selected service highlights

VIP & EXECUTIVE SUPPORT

Confidential, high-priority support for VIP staff and executive off-campus engagements.

EVENT-CRITICAL ICT

Conferences, video sessions, livestreaming and mass Wi-Fi deployment support.

BUSINESS SYSTEMS & DASHBOARDS

Internal business applications, operational dashboards and workflow-focused software solutions.

TECHNICAL TRAINING

Corporate digital system training, user education and clear technical guidance.

MULTI-PLATFORM SUPPORT

Windows, macOS, Linux, Android and iOS support across devices and applications.

FULL-STACK DELIVERY

Responsive websites, dashboards and database-backed software with secure PHP login.