

Cover letter

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Incredible Web Developer, Jr. Role

Dear hiring manager,

I am writing to express my keen interest in the Incredible Web Developer, Jr position at your company. With over three years of experience in broadband networks and a robust background in service testing (Layer 2 and Layer 3), technical support, diagnosing errors, and implementing effective solutions, I am confident that my skills and experiences align well with the needs of your team. I am particularly excited about transitioning into web development, and I believe my unique background will bring valuable insights to your organization.

My decision to transition into web development stems from my passion for technology and my desire to create innovative digital solutions. While working as a Field Technician, I developed a strong foundation in technical problem-solving and network management. However, I realized that I wanted to be more involved in creating and developing software applications that can have a direct impact on users. This realization led me to pursue an internship at CodSoft, where I gained hands-on experience in full-stack web development.

During my internship at CodSoft, I honed my abilities in web development and gained hands-on experience in full-stack development. This exposure, coupled with my ongoing coursework at ZAIO Coding School as a full-stack web developer, has equipped me with a comprehensive understanding of modern web technologies and frameworks. I am eager to apply this knowledge to contribute to the innovative projects at your company.

In my role as a Field Technician intern at Maredi Telecoms from 2018 to 2020, I proficiently conducted troubleshooting and diagnostics of broadband network equipment, machinery, tools, and components, effectively addressing malfunctions. I meticulously recorded test results of service testing (L2/L3), facilitating precise analysis for efficient problem-solving. By applying my technical expertise and operational knowledge, I successfully executed repairs and preventive maintenance on various systems on sites. I consistently improved customer satisfaction by resolving technical issues, on-site challenges, and internet connectivity problems. Active collaboration with technical teams was pivotal, allowing me to contribute to projects and enhance overall organizational success. Additionally, I played a role in monitoring over 50 Network Operations Centre (NOC) subscribers, ensuring smooth operations and prompt issue resolution. Furthermore, I gained hands-on experience in constructing mini towers, strengthening my skills in wireless broadband, technical support, troubleshooting, teamwork, and Microsoft Office proficiency.

As a Brand Ambassador at The Virtual Institute of Technology from 2021 to 2023, I have been instrumental in elevating brand awareness through diverse strategies, including event marketing, demonstrations, sales, and promotional activities. I have actively contributed to crafting impactful social media content that effectively showcases the brand's offerings and engages the intended audience. During retail events and sampling opportunities, I have represented the brand, establishing positive interactions and memorable experiences for potential customers. A confident and informed approach has enabled me to effectively convey product details and educate consumers about the brand's advantages. Notably, in 2022, I organized and led the Work Base Exposure (WBE) initiative for VHEMBE TVET IT students, facilitating practical industry exposure and benefiting over 50 participants. Moreover, I have played a pivotal role in forming partnerships with educational institutions such as VHEMBE TVET College, CAPRICORN TVET College, and THASULULO FET College, expanding the brand's outreach and

promoting collaboration. Leveraging my proficiency in social media management and marketing, I have executed successful brand awareness campaigns and engaged the target audience effectively.

My professional journey as a Field Technician at Thabure Towerco has further equipped me with essential technical skills. I have been responsible for diagnosing and troubleshooting Cambium network radios and Layer 2 link networks. I have maintained precise records of field data for service testing in the Vhembe district, ensuring accurate documentation for future analysis. Leveraging my technical skills, I have effectively repaired and resolved problems, optimizing system performance. Performing preventive maintenance and annual service visits has been crucial in preventing malfunctions and extending equipment lifespan. I've consistently improved customer satisfaction by swiftly addressing technical and connectivity issues, both on-site and remotely. Collaboration with technical teams has been integral, fostering a cooperative work environment. Additionally, I have overseen the monitoring of 50+ Network Operations Centre subscribers, ensuring smooth operations.

With a Diploma in Information Technology from the University of South Africa, my educational background has provided a solid foundation in web development, software development, and IT support. I am enthusiastic about the opportunity to bring my skills and experiences to your organization, contributing to the innovative projects and smooth operation of your IT systems. My technical expertise, combined with my ability to thrive under pressure, positions me as an asset to your team.

Thank you for considering my application. I am eager to discuss my qualifications in more detail and explore how my unique skill set can contribute to the success of your company. I look forward to the opportunity for an interview.

Sincerely,

Tshivhula Phumudzo Given