

Snethemba Promise Ngcobo

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Ryan

Cardilogix

Dear Ryan,

I am writing to express my interest in the IT Support Technician role in Johannesburg. My recent experience at Adnexus Celerity Networks allowed me to deliver 2nd line IT support across hardware, software, networks, and cloud platforms—mirroring the demands of this position.

I've successfully troubleshooted DNS, DHCP, VLANs, firewalls, and routing issues, and led documentation efforts such as network diagrams and asset registers. My background includes support deployments, on-site technical work, and a proactive, security-first approach. I hold certificates in Cybersecurity, Network Automation, and Technical Support, and I've completed my coursework for a National Diploma in Computer Systems Engineering.

I am confident in my ability to contribute effectively and am ready to join your team immediately. Thank you for considering my application.

Best regards,

Snethemba Ngcobo

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