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22 March 2024

Human Capital Optimisation Hiring Manager.
National Gambling Board.

**Subject: Application for a vacant position: Chief Technology Officer:Ref
NGB/001-2024**

Dear Manager,

I am writing to express my interest in the Job position at your esteemed company. With my background and experience, with my three (3) years' experience working for a Mpumalanga Gambling Board managing gaming systems, gambling data, intercity and national movement of LPM's machines approvals, therefore I believe I am well-suited to handle the day-to-day work duties associated with this role.

I have 18 years of expertise in IT leadership, including control of infrastructure, Project Management, application support, and security services, and I am a perceptive senior IT manager, focused on client satisfaction via the delivery of targeted technical solutions. Proven ability to direct complex system operations, maintenance, and support. Develops innovative business solutions via a variety of approaches and provides engineering solutions to industry leaders.

Throughout my career, I have developed a strong set of skills that align perfectly with the responsibilities of the Job position of a Chief Technology Officer. Allow me to outline how my qualifications correspond to the day-to-day work duties:

1. Strategy Development and implementation: I have a proven track record of effectively developing and managing an implementation of an ICT Strategy. I have in the past developed such for my current employer which enabled the institution to thrive from dysfunctional to functional ICT development. Organized, detail-oriented, and capable of prioritizing tasks to ensure timely completion. I am confident that my exceptional task management skills will enable me to handle the day-to-day demands of the position efficiently.

2. Service Delivery: I thrive in challenging situations, and my problem-solving skills enable me to identify and resolve complex issues efficiently. I have a keen analytical mindset and the ability to think critically, enabling me to find innovative solutions to day-to-day challenges that may arise in the role. I have worked with NCMS in my previous role at Mpumalanga Gambling Board, I had to ensure that the system is accessible and available and have recently completed a course in artificial intelligence.

3. Stakeholder Management: Excellent communication skills are paramount for success in this role, and I possess a strong ability to convey information clearly and effectively. Whether it is communicating with colleagues, stakeholders, or clients, I am adept at adapting my communication style to different audiences, ensuring effective and meaningful interactions. I have demonstrated my ability in my previous role Mpumalanga Gambling Board by developing a stakeholder database management system that provided insights about the community outreach programme on responsible gambling.

4. Monitoring, Evaluating and Reporting: I have entrusted experience in IT governance control measures amongst COBIT which requires ICT champions to monitor, evaluate and report on performance, set objectives against APP targets monthly, quarterly, and annually. My current employment requires that I perform these tasks and including submitting progress reports to be reflected in the Annual Report.

5. Budget: When I joined Inkomati-Usuthu Catchment Management Agency there was no budget allocation for ICT. I had to devise an IT budget and the various cost centers that support the functioning of the division. Therefore, I consider that proper budgeting is critical in IT implementation.

6. Human Resource Management: Human Capital development and management is important for any institution to thrive and excel in its planned outcomes. I have more than 10 years experience in managing human resources , coaching, mentoring, and developing skill sets to perform exceptionally. My current team respect me particularly for this aspect of proper human resources management.

7. Risk Management and Governance: I have developed an operational and enterprise-wide risk mitigation plan for IT in the institution, which serves at various committees of the board. I served at Risk Management Committee wherein I presented the IT Risks register.

8. Records Management: When I joined Mpumalanga Gambling Board, I assumed the role of IT Manger with that of Records Manager, wherein I developed sound record management practices in the organization by developing file plans, records other than correspondence, registers, electronic records management systems, management of outgoing and outgoing correspondences and complaint records centers where records are archived.

I am genuinely excited about the opportunity to contribute my skills and experience to your organization and believe that my qualifications make me a strong fit for the day-to-day work duties of a Chief Technology Officer. I am confident that my passion, dedication, and commitment to excellence will add value to your team.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experience align with your company's goals and objectives. Please find attached my resume for your review.

Sincerely

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