# Tiaan Laing

**IT Consultant**

<u>Personal Info:</u>

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Email:

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Nationality:

South African

Location:

Cape Town, Western Cape

# Cover Letter:

Dear Sir/Ma'am

My name is Tiaan Laing, I am writing to apply for [position] at [company]. With a background as an IT consultant and current studies in Software Development, I not only bring client-facing problem-solving experience, but also an understanding of software from a client's point of view that assists me in creating user-focused applications and websites.

I am currently a Junior Technical Support consultant at TallOrder POS Solutions where I assist clients with software and hardware issues like software, printer and network issues. I feel that I have reached my potential growth within this company as I want to get into the software development world.

I am currently studying Software Development at Optimi College where I am learning the fundamentals of software development and languages like Python, JavaScript, CSS, C#, HTML, Java, AWS Cloud Development Kit and Microsoft Azure.

Thank you for considering my application, I look forward to potentially have a discussion with you regarding how my experience and training can add value to your company.

Kindest regards

Tiaan Laing

# Skills:

## Communication:

I am versed in communication with clients including in-person, Telephonically, via email/messaging apps and spend a lot of time communicating with clients to ensure fast problem resolving and happy clients.

## Problem Solving:

I am experienced in remote and onsite problem-solving including software, hardware, printer and network troubleshooting. This entails testing and solving software errors, diagnosing hardware and printer issues (both in app and hardware level) and investigating network issues.

## Software Development:

From the age of 16 I have been learning software development by teaching myself python from videos and research, as well as learning Delphi in high school IT class. I am furthering my experience by studying Software Development at Optimi College and building my own projects on the side. I completed a JavaScript Course on CodeAcademy and used what I learned to create websites and scripts.

## Ticketing Systems:

I am experienced in working with ticketing systems as both a way to communicate with clients, as well as communicating and escalating issues to other team members. My experience includes both Zoho One and Freshdesk.

## Microsoft 365:

I have experience in using Microsoft 365 daily for work, using it to not only create needed documents for clients, but investigate finances like customer account balances etc.

# **Experience:**

**Junior Technical Support Consultant, TallOrder POS Solutions, Cape Town**

January 2023 – Present

-Remote support to clients having technical issues with software and hardware

-Printer setup and troubleshooting

-Internet access troubleshooting

-Wifi router setup/LAN cable crimping

-onsite device, software and network troubleshooting

# Education:

**Primary School, Bellpark Primary (Grade 7)**

January 2011 – December 2017

**High School, Bellville High School (Matric)**

January 2018 – December 2022

## Subjects:

English Home Language
Afrikaans Home Language
Mathematics
Information Technology
Computer Applications Technology
Engineer Graphic and Design

**Software Development, Optimi College (Certificate)**

January 2025 – Present

## Languages:

Python
Java
C#
HTML
Microsoft Azure
AWS Cloud Development Kit
Database Development

**JavaScript, Code Academy (Free course)**

July 2025 – September 2025