P O Box 1317
Lobatse

08 April 2025

TO WHOM IT MAY CONCERN

Dear Sir/Madam

RE: APPLICATION FOR THE INTERNSHIP PROGRAM

I am writing to express my interest in working as an intern in your organisation. With a Bachelor's Degree in Telecommunications Engineering and hands-on experience in customer service, IT support, network infrastructure installation,configuration, and maintanence through my contract work at AGA Group and attachments at 4Teck IT and Information Networking. I am confident in my ability to contribute effectively to your organization while gaining invaluable professional growth.

During my internship at 4Teck IT, I worked as an IT Support Technician, where I honed my skills in troubleshooting hardware and software issues, performing email migrations, installing operating systems, and implementing network monitoring software. I also handled CCTV camera installations and maintenance. At Information Networking, I worked as a Telecommunications Technician, gaining expertise in maintaining computer networks, access control systems, and CCTV installations, as well as installing fiber and radio links, and completing structured cabling projects. After completing my studies, I worked for AGA group as a Field agent. My main job was to assist orange customers with KYC verifications, sim registration, Orange money account creation and to answer any questions they may have about KYC and orange services. I also did sales of Orange Botswana Goods and Services, including wifi routers and simcards.

I have also completed online courses through the Cisco Networking Academy and a Cisco CCNA Routing and Switching course on LinkedIn, which have strengthened my understanding of network configuration and management. In addition, my academic modules, such as Network Engineering, ICT Integration and Management, and Computer Security, have provided me with a robust foundation in telecommunications and IT systems. Notably, my involvement in the structured cabling project at Morupule, where I was part of a team installing network infrastructure from the ground up in new buildings, enhanced my skills in LAN installation, configuration, and structured cabling best practices.

I am excited about the opportunity to contribute to the success of your organisation by applying my technical skills, proactive problem-solving approach, and passion for technology. I would welcome the opportunity to further discuss how I can contribute to the organisation's success while developing my professional skills. Thank you for considering my application.

Yours sincerely,

Lyndon Gomolemo Otlogetswe

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Summary

A Telecommunications Engineering graduate with a solid foundation in sales, customer service, IT support, and network infrastructure installation and configuration. Experienced in technical support, I bring proficiency in troubleshooting and resolving hardware and software issues. Skilled in structured cabling, optical fibre installation, and network LAN administration, I am adept at handling Cisco technologies, VLAN configurations, and routing/switching protocols. With strong communication skills, both verbal and written, I excel in collaborative environments, contributing effectively to engineering and ICT teams. Eager to leverage my strong technical skills and my passion for technology to contribute to the ICT and engineering teams in your organisation, while learning from seasoned professionals.

Skill Highlights

- Network cabling, CCTV Installation, configuration and maintenance
- Python and C++ programming
- Basic HTML, CSS, JavaScript
- Proficient in Microsoft Office suite
- Problem-solving and analytical thinking
- Excellent verbal and written communication skills
- Exceptional Customer service skills
- Ability to work independently or in a team
- Ability to work in a fast-paced environment with little or no supervision

Experience

AGA Group
Field Agent(Contract)
- Performed SIM registrations and Orange Money account registrations.
- Conducted KYC verification for both SIM and Orange Money services.
- Delivered exceptional customer service in field operations.

4Teck IT (PTY) LTD
IT Support Technician (student intern)
- Troubleshooting and resolving Hardware and Software issues for Windows and Linux devices.
- Operating System and Application software installations and updates.
- Provided technical support to clients via phone, email, and in person.
- Preparing and proof reading project proposals.
- Assisted Senior technicians in network tasks.
- CCTV Installation and maintenance.
- Email Migration.

Information Networking (PTY) LTD
TELECOMMUNICATIONS TECHNICIAN (student intern)
- Assisted Senior technicians in installing and configuring computer networks and Telecommunications equipment.
- Conducting and documenting risk assessment before any project to insure safety when working.
- Conducted site surveys and provided recommendations for network improvements.
- Assisted Senior technicians with the Installation and splicing of optic fibre.
- Diagnosed and resolved network issues, ensuring seamless connectivity.
- Assisted Network Administrator in configurations of Cisco devices.
- Collaborated with team members to troubleshoot network issues.

Education

New Era College of Arts, Science and Technology
Bachelor of Engineering in Telecommunications

Cisco Networking Academy
- Networking Basics
- Introduction to IoT

Orange Digital Center
- Electronics & Prototyping
- Web Design for Beginners

Alison
- Introduction to CCTV systems

Projects

- **Installation of fiber link at Morupule Coal Mine**
  Prepared fiber cables for termination by stripping the protective Kevlar coating and cleaving the fiber ends for precise connection to pigtails, adhered to industry-standard color coding to ensure correct connection, assisted in splicing using a fusion splicer ensuring low splice loss, and maintained signal integrity. Implemented proper cable management techniques to ensure neat and organized fiber installations. Performed quality checks to ensure all installations met industry standards and MCM specifications.

- **Structured cabling (Installation of new network infrastructure at Morupule Coal Mine)**
  Planned the layout of the network cabling, which included cable routing, where to mount trunking, cabinets, and Access Points. Installed and terminated the CAT6 Ethernet cables to surface mount boxes and patch panels using the TIA/EIA 568 B standard which is commonly used in the Morupule Coal Mine. Tested and verified the integrity of cables using cable testers. Ensured proper labelling and cable management.

- **Cable clean up at Morupule Coal Mine Security Office**
  Participated in a project to move cabling from a smaller 9u cabinet to a 27u cabinet. I removed the old CAT5e cables and organized them for disposal and recycling. Installed new cables and terminated to RJ45, surface mount boxes, and patch panels using TIA/EIA 568 B Standard. Ensured proper labelling and organization so that the cables are connected to the proper VLANs. Tested the new cables using cable testers to ensure that they were functioning correctly.

- **CCTV Installation and maintenance**
  Assisted in the installation and maintenance of CCTV systems for client organizations. Conducted site surveys to determine optimal locations for CCTV cameras. Installed the cameras, terminated RJ45 to Ethernet cables for some organizations, or BNC connectors to coaxial cable. Ensured proper wiring and connectivity. Tested and adjusted cameras to ensure optimal coverage and image quality. Connected and configured the NVRs and DVRs of client organizations to the Hikvision app to enable remote viewing and control of the CCTV system. Provided training on how to use and maintain the system. Assisted in troubleshooting and resolving issues with CCTV systems as needed.

- **Network monitoring Software installation**
  Assisted in installing PRTG software for clients to visualize their network and detect issues in real-time. Collaborated with my supervisor to assess client needs and recommend the suitable network monitoring software. Installed and configured the software, and ensured the software was integrated smoothly with the existing network infrastructure.

References

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