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To Whom it may concern,

I’m reaching out to express my interest in a Specialist Technical Support role in your team. With over 10 years in IT operations and support, I’ve built a solid foundation in managing servers, networks, and everything in between—especially when things go sideways and need quick fixing.

Right now, I’m part of the operations support team at Eezipay Management Systems, where I manage Linux-based systems, Docker environments, POS setups, and provide second- and third-line support. I also work closely with developers and clients, acting as the go-between to make sure issues are solved quickly and systems keep running smoothly.

I’m certified in CCNA, ITIL v3, and VMware, and have hands-on experience with a wide range of tools—Cisco, Fortinet, Exchange, Proxmox, you name it. My approach is simple: be proactive, stay calm under pressure, and always aim to make tech easier for others to use.

I’d love the chance to bring this experience into a new environment where I can continue helping teams and users work better through solid tech support. Thanks for taking the time to consider my application—I’d be happy to chat more about how I can help.

Best regards,

Collin Smit