

Dear Hiring Manager,

With a strong passion for IT, a customer focused mindset, and a drive for continuous learning, I believe I would be a great fit for your team.

After earning a 2:1 degree in Multimedia Technology in 2012, I took a significant risk by transitioning from eCommerce and web development into IT, starting an ICT apprenticeship at Daisy Corporate Services in 2022. Last year, I was voted Apprentice of the Year for my hard work and contributions to large scale projects with clients such as Greene King, Papa John's, The Perfume Shop, Superdrug, and Savers.

During my apprenticeship, I worked with Cisco routers, Meraki networks, Palo Alto, FortiGate, Logic Monitor, and Service Now, building a strong foundation in networking, security, and system administration. My responsibilities included customer support, provisioning, remote troubleshooting, network monitoring, incident management, and compliance. After completing my apprenticeship, I moved from project work into a Tier 1 Connectivity support role at Daisy Corporate Services, which is now Wavenet following a merger and acquisition.

I understand that technology evolves rapidly, and the importance of continuous learning. While I still have a lot to learn, I am highly motivated and committed to developing my skills both in and outside of work. I am eager to benefit from training and mentorship to enhance my technical abilities and grow in this field.

I am actively pursuing industry recognised certifications, including but not limited to CCNA, AZ-900, Linux+, and Security+, with plans to pursue more advanced certifications in the future.

I have attached my CV for your review and would welcome the opportunity to discuss how my background aligns with your needs. You can learn more about me at www.craigmatthewsmith.co.uk.

Kind regards,

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