



CRAVEN COETZEE

ICT BUSINESS CONSULTANT, ANALYST, MANAGER

COVER LETTER

As a business founder, business manager and ICT consultant for over many years, as well as having a good understanding of software and database systems from my experience as a relational database programmer in a prior career, I have acquired the necessary skills to fulfil the roles as ICT Business Analyst, Business Manager, ICT Consultant and Systems Analyst.

I have demonstrated problem-solving and analytical thinking skills in providing solutions and positive outcomes for my clients. I have planned and designed strategy, coordinated the implementation of projects for numerous clients.

I have excellent organizational skills acquired from having simultaneous projects active with multiple clients and needing to give monthly briefings and updates and reporting for stakeholders.

I am an excellent communicator with have strong interpersonal, facilitative, and consultative skills acquired from dealing with management, listening to end-users and negotiation on their behalf with third-party suppliers and contractors.

I have a philosophy that technology should be a benefit, not a hindrance, make a positive impact and have acquired the necessary facilitation skills to implement more efficient, practical, cost-effective, user-friendly solutions and can explain these solutions to stakeholders in simple terms.

My oral and written communication skills are excellent and have been honed from communicating with stakeholders, analysing systems, attempting to understand procedures and processes, improving upon them, and then writing new and revising documentation, then reporting, updating clients, seeking improvements to their existing systems, looking at ways to upsell systems and solutions that add value by improving their productivity, efficiency or cost effectiveness.

I am detail-orientated and have managed every ICT aspect of my own and client's businesses, from management of day-to-day operations to finances, administration to technical services such as servers, cloud integrations, phone systems, security, guidance on SEO, social media, website advice to even assisting with third-party applications, to taking the initiative to learn a new ICT system and train their staff on those systems and applications.

I engage in continuous self-study and upskilling to keep my skill set and knowledge relevant. This includes self-study in systems, applications, and new processes and procedures.

Hoping this letter offers a good insight into my skillset and abilities.

Thank you for your consideration,

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Craven Coetzee

<https://CravenCoetzee.com>