

Dear Hiring Manager,

I am an IT professional based in Perth, with experience across IT support, network infrastructure, cybersecurity, and technical documentation. I recently completed local IT support work in Perth, where I helped set up network and CCTV infrastructure for a food production facility, including structured cabling, patch panels, network device testing, IP camera connectivity, and on-site troubleshooting.

Before moving to Australia, I worked for more than five years in China in an enterprise and critical-infrastructure environment. My work covered network operations, IT infrastructure support, security risk assessment, firewall and IDS support, vulnerability assessment, technical documentation, and onsite system checks. Although that experience was gained overseas, the core technical skills are highly transferable: understanding networks, troubleshooting systems, documenting changes, communicating with users, and supporting stable operations.

I understand that some employers may look at my previous experience and wonder whether I am overqualified for an IT support or junior network support role. I want to be clear that I am intentionally looking for a hands-on role in Australia where I can build local experience, understand Australian workplace systems and support practices, and contribute in a practical way from day one. I do not see this as a step backwards. I see it as the right foundation for building my career here.

I am comfortable starting with practical support tasks, including user support, workstation setup, hardware troubleshooting, network connectivity issues, printer and peripheral support, documentation, and on-site assistance. At the same time, my previous experience means I can learn quickly, understand technical context, and support the team when issues require deeper investigation. I am also currently completing a Master of Data Science at The University of Western Australia, which has strengthened my skills in Python, SQL, data analysis, and reporting.

What I can bring to your team is a practical attitude, strong troubleshooting discipline, and a willingness to learn the way your environment works. I enjoy working with people, documenting what I do, and supporting reliable day-to-day IT operations. I believe that once I have some time to understand your systems, tools, and processes, I can adapt quickly and become a dependable member of the team.

I would appreciate the opportunity to discuss how my background in IT support, networking, infrastructure, and security could contribute to your company. Thank you for your time and consideration.

Kind regards,
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