Attn: Hiring Manager

As a professional IT Help Desk with over 14 years of diverse technical experience, I am applying for the IT support specialist position. Attached you'll find my resume and a brief description of my qualifications.

I am a highly motivated, hands-on Tech specialist who handles hardware and software operations and projects. I believe in hard work, hands on experience, and the ability to lead and train others with positive reinforcements.

I believe that the combination of agile methodologies and Increased transparency can help organizations build highly efficient and successful teams that are capable of creating products and solutions that customers love.

I look forward to speaking with you in further detail about the open position and opportunity with [Confidential].

Sincerely,

SEAN REZVANI

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| Advertised Requirements | My Qualifications |
| •Documenting incidents, problems and requests in the company ticketing system•Setup for Conference room web conferences and troubleshooting any issues related to web conferencing.•Installation, configuration, repair, and support of the hardware and software supported in the environment.•Identifying problems in the environment and driving them to resolution. From making sure the workplace environment is clean to identifying recurring failures and notifying the appropriate product owner.•Maintaining up to date employee equipment information through monitoring solution.•Maintaining a clean work environment. answering Service Desk calls and greeting users with a smile when they enter the Service Desk.•Providing printer support and maintain accurate printer information in both cloud management software and third party repair and ink replacement application. | •Daily routine of servicing break fix tickets and service requests of over 10,000 computers and 2000+ printers on the field. •Windows 10 Project lead where we upgraded device from Windows 7 to Windows 10 through SCCM or imaging. •Develop S0P's pertaining to certain procedures of installation and troubleshooting for employees and end users.•Provided clients with proper training with desktop software, hardware issues and any problems that came along with daily operations. |
| •Maintaining a clean work environment. answering Service Desk calls and greeting users with a smile when they enter the Service Desk. | •Customer service is maintained throughout our daily workflow. |
| •Provide phone and remote troubleshooting support to all users both at corporate and branches across the US.•Support the latest Microsoft and Apple operating systems (Windows OS 64-bit and Mac OS X) and Office 16 and Office365 products. | •Provide remote support using desktop remote or Team viewer in order to assist users. •Provide support and training for Microsoft Office and any applications pertaining Microsoft 365. |