

Dear Hiring Manager,

I am writing to express my interest in joining your technical team. With comprehensive experience in L1/L2 technical support and a strong foundation in IT infrastructure management, I offer a blend of technical proficiency and a systematic approach to troubleshooting that ensures organizational stability and user productivity.

Throughout my career, I have specialized in maintaining the critical balance between hardware reliability and network performance. My expertise spans the administration of Windows Server environments, Active Directory management, and the resolution of complex LAN/WAN connectivity issues. I am committed to the principle that IT should be a seamless enabler of business operations, and I strive to reduce downtime through proactive monitoring and structured root-cause analysis.

My Core Technical Responsibilities & Contributions Include:

- **Infrastructure Deployment & Site Setup:** Successfully managed end-to-end IT setups for new operational sites, including network switch configuration, structured cabling oversight, system deployment, and user provisioning within Active Directory.
- **Systems Administration:** Managing the full lifecycle of Windows 10/11 environments, including OS imaging, software deployment, and Active Directory tasks such as GPO management, user creation, and access permission audits.
- **Network & Connectivity Operations:** Diagnosing and resolving complex LAN, Wi-Fi, and VPN issues. I have hands-on experience managing DNS/DHCP configurations and coordinating with ISPs to ensure 99.9% uptime for business-critical functions.
- **Enterprise Communication Support:** Administering enterprise-level email platforms (Exchange and Zimbra), including PST/OST management, mailbox migration, and troubleshooting connectivity across mobile and desktop clients.
- **Endpoint Security & Compliance:** Leading patch management cycles and antivirus monitoring to protect the organization from vulnerabilities. I perform regular system health checks and health audits to ensure compliance with internal IT policies.
- **Operational Excellence:** Expertly managing high-volume service desk queues using incident management tools, consistently meeting SLA targets while providing high-quality remote support via AnyDesk and TeamViewer.

- **Vendor & Asset Management:** Coordinating with OEMs and vendors for hardware replacements and warranty claims, while maintaining a meticulous IT asset register to track the lifecycle of all corporate hardware.

What sets me apart is the combination of my technical certifications and my dual background in Computer Applications and Management. This allows me to not only solve immediate technical failures but also understand the broader operational impact of IT infrastructure on an organization's efficiency.

I am a dedicated professional with a **30-day notice period**, eager to bring my troubleshooting skills and infrastructure knowledge to a forward-thinking team. I have enclosed my resume for your consideration and welcome the opportunity to discuss how my background aligns with your current technical needs.

Thank you for your time and consideration.

Sincerely,

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