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| Bassem Al-Abyad | | | | | | | | |
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| 28 April 2025 |  | | | Dear Hiring Manager, | | | | |
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| Hiring Manager  IT Specialist Position | |  | | I am writing to express my keen interest in the IT Specialist position. With six years of experience as an IT professional, I have a proven track record of providing exceptional technical support, managing network infrastructure, and delivering effective IT solutions. My background and skills align well with the requirements outlined in the job description, and I am confident I can make a significant contribution to your team.  In my previous role as a Full Time IT Help Desk Specialist at Hi Connect for Electronic Services, I successfully migrated systems, implemented automated backup solutions, and enhanced network security. I have experience in troubleshooting a wide range of technical issues, including network infrastructure, PC problems, software issues, and databases. I am also adept at implementing cloud solutions and improving existing systems to reduce time and costs.  I have a strong educational background with certifications in CCNA, MCSA, MCSE, A+, and N+. Additionally, I hold a degree in Mass Communication from Canadian International College and am currently expanding my skills with a Full Stack Web Design course at Route Academy. My technical skills include proficiency in operating systems, Windows Server, Active Directory, Group Policy, Server Management, TCP/IP, Microsoft Office Suite, VPN, Firewall, PowerShell, and CMD. I am also proficient in both Arabic and English, with some knowledge of Spanish and French.  I am a highly motivated and results-oriented IT professional with strong analytical and problem-solving skills. I excel at working both independently and as part of a team, and I am committed to delivering timely and effective IT solutions. I am eager to contribute my expertise to your company and continuously enhance my technical knowledge in a dynamic environment.  Thank you for considering my application. I look forward to the opportunity to discuss my qualifications further and how I can contribute to your team.  Sincerely, Bassem Al-Abyad | | | | |