May 18, 2020

To Whom It May Concern,

I am writing to you, to express my interest in applying for the IT Technician position with your company, as posted on znetworks.com/careers.

My name is David M. Garcia, I have a Bachelor's Degree in Cybersecurity and an Associate's Degree in Network Systems Administration. I have experience in: domain administration including Active Directory, network monitoring, configuring/diagnosing/troubleshooting Routers, Switches, and Firewalls, installing Domain Controller, workstations/phones, ISP Circuit, Server management, etc.

It seems that your Company is looking for someone with prior experience in for supporting the daily operations and maintenance of the Information Technology, that can also providing support on a wide range of applications necessary for normal business function. Availability to travel to and from all store locations for updates, maintenance and/or troubleshooting if required. I enjoy helping others and manage for end-user support, is capable of working independently as well as part of a team and is comfortable interacting with employees, executives, and clients.

I have attached my resume, so you can see my aptitudes, skills and years of experience that would make me a great addition to your IT department.

Thank you for your time and consideration. I look forward to speaking with you soon.

Sincerely,

David M. Garcia

David M. Garcia
Santa Ana, CA
Email: david_m_garcia@yahoo.com
Phone: (714) 420-7216

PROFESSIONAL PROFILE:

Skilled IT professional with over 25 years of experience in the IT field, seeking gainful employment in a company that will allow me to utilize my skills and expand my knowledge and career.

QUALIFICATIONS/SKILLS:

Fluent in English and Tagalog	Active Directory	**Software**:
Punctual	Unix	Windows 2012 R2
Trustworthy	Universe	Windows 7; 10
Great team player	Server management	Microsoft Office 2013
Great multitasker	Remote work	Office 365
Always ready to take on new	Firewall (SonicWALL)	TAM 2016 MU2
challenges/projects	SDWAN (VeloCloud)	WINFSC Rater
Organized	MetTel Orchestrator	PL Rater
Ability to communicate with users		ServiceNow
when troubleshooting issues	**Hardware**:	AnyConnect
Network monitoring	Cabling (Cat5e, Cat6, etc.)	ICServer Manager
Configure/Diagnose/Troubleshoot	Installing Domain Controller,	Salesforce
Routers, Switches, Firewalls	workstations/phones, ISP Circuit,	Keeping software up to date
	Terminal Server (2012)	

WORK HISTORY:

Senior Help Desk Analyst for Confie Seguros LLC – Huntington Beach, CA (January to May 2020):
Responsible for providing user support to resolve issues with computer programs, hardware, and peripherals. Analyzed, diagnosed and examined issues with IT software, equipment, developed and deployed solutions to keep computers working.

Network Systems Administrator for Confie Seguros LLC – Santa Ana, CA (2015-2019):
Responsible for maintaining the integrity of multiple locations, monitoring networks, and providing Tier I, II, and III support, internally and remotely. Traveled to other sites for maintenance when necessary.
Managed and maintained the company's network infrastructure and connectivity, Internet access, Email, management systems, and Software used for daily work routine. Ensured that workstations were at all times updated and ready to use, as well as maintained a detailed and accurate inventory of all hardware and software related items.

Network Systems Administrator for California Insurance Specialists – Santa Ana, CA (2005-2015):
Responsible for help desk support, setting up and upgrading workstations, updating servers and management systems, data and file backup/restoration, router configuration etc. Changed the entire cabling system for the local office. Helped with the smooth transition and integration into a new system when the company was acquired by Confie Seguros in 2015.

Programmer/Loan Solicitor Supervisor for California Insurance Specialists – Santa Ana, CA (1989-2005):
Responsible for development of programs using Universe, SCO Unix, database extraction, setting up servers/ workstations, help desk support, file backup, website maintenance using Front Page etc.

EDUCATION:
- **Bachelor of Science Degree in Information Systems/ Cybersecurity - ITT Technical Institute CA 2016**
- **Associate of Science Degree in Network Systems Administration - ITT Technical Institute CA 2014**
- **High School Diploma**