

Cover Letter – Andre Luiz Silva de Faria

I have extensive experience in industries in São José dos Campos, São Paulo, Brazil.

I work in user support teams, data network implementation, hardware maintenance in the ICT areas.

I use the best practices, ITIL, I comply with the service SLAs, meeting the goals established by the company, I always prioritize the quality, speed and efficiency in serving the IT user.

I have experience in several management and network inventory software.

- Multi-tier IT support specialist
- Troubleshooting:
 - Network, Wifi, Desktop, Laptop, Printers, software and hardware installation, I work in the approval of new technologies for corporate use, aiming at the high availability of IT equipment.

I have skills for setting up and deploying wired and Wi-Fi networks.

IT Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

I am available to apply all my IT knowledge for the best result in your company.

Despite all the study and experience I have, I still don't have a permit to work in the United States, I would like to have it as soon as possible so I can be part of your team.

If you choose, I am available to be interviewed.

Thanks for the opportunity.

Andre Faria

Learn more at: <https://www.linkedin.com/in/alsfaria>