

# ENOCH LINDEMAN

Desktop Support Specialist / IT Systems Engineer

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Hiring Management Team

To whom it may concern:

I am excited to apply for the Desktop Support Specialist position at your Southern California-based service provider. With over three years of Tier 2 support experience in Managed Service Provider environments, I bring expertise in Windows administration, Office 365, Azure Active Directory, and LAN/WAN networks. I am eager to contribute to your dynamic and fast-growing organization, leveraging my technical skills and passion for customer service.

In my current role as an IT Support Specialist at Tolleson Union High School District, I provide Tier 2 support, manage Office 365 and Azure AD, and troubleshoot LAN/WAN networks including Cisco and SonicWall devices. I have developed PowerShell scripts to automate support tasks, improving response times and ticket management efficiency. My experience includes mentoring Tier 1 staff and collaborating with team members to ensure seamless IT operations.

I am highly adaptable, with a strong commitment to problem-solving, customer service, and continuous learning. I am comfortable working both remotely and onsite as needed, making me well-suited for your hybrid support environment. I am excited about the opportunity to work under the Service Desk Manager and CTO, contributing to IT projects and helping grow your support capabilities.

The opportunity to be part of a collaborative, goal-driven team that values mentorship and empowerment is highly appealing to me. I am confident that my technical skills, scripting knowledge, and dedication to outstanding service will make me a valuable addition to your team.

Thank you for considering my application for the Desktop Support Specialist position. I look forward to the opportunity to discuss how I can contribute to your team's success and support your mission of delivering excellent IT service in Southern California.

Respectfully,  
Enoch Lindeman