

# ENOCH LINDEMAN

Systems Engineer / Tier 1 IT Support Specialist

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Hiring Management Team  
Softek Global Services (SGS)

To whom it may concern:

I am excited to apply for the Systems Engineer (Tier 1) position at Softek Global Services (SGS). With experience in Tier 1 support, cloud services (Microsoft 365, Google Enterprise), and network troubleshooting, I am eager to contribute to SGS's mission of providing robust IT solutions across diverse environments. My background in managing user accounts, implementing security best practices, and maintaining accurate documentation aligns well with the requirements of this role.

In my role as an IT Support Specialist at Tolleson Union High School District, I provided Tier 1 helpdesk support for both cloud and on-premises systems. I managed user accounts through Active Directory, configured DNS and VPNs, and supported disaster recovery initiatives to ensure data integrity. I am familiar with cloud service implementation and have experience in supporting Microsoft 365, Azure, and Google Enterprise environments.

As a Software Developer and IT Support Specialist at by The Lindemans, I managed cloud services and supported workstations running Mac, Linux, and Windows operating systems. I have participated in cloud migrations and collaborated with cross-functional teams to resolve technical challenges, ensuring seamless user experiences and system performance. My problem-solving skills, attention to detail, and commitment to data security drive my approach to IT support.

I am particularly excited about this opportunity because of SGS's commitment to innovation and data confidentiality. My technical expertise, customer-focused approach, and willingness to work after hours to meet project deadlines make me an excellent fit for your team.

I would welcome the opportunity to discuss how my experience aligns with the Systems Engineer (Tier 1) role at Softek Global Services. Thank you for considering my application. I look forward to the possibility of contributing to your team and supporting your mission.

Respectfully,  
Enoch Lindeman