

# GROVER THOMAS III

## HELP DESK/ IT TECHNICIAN

### CONTACT

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### EDUCATION

2002 - 2006

DIAMOND BAR HIGH SCHOOL

- High School Diploma

2025

GOOGLE IT SUPPORT

PROFESSIONAL CERTIFICATION

STUDYING FOR:

COMPTIA A+, COMPTIA PROJECT+

### SKILLS

- Operating Systems
- Public Relations
- Trouble Shooting
- Time Management/ Collaboration
- Microsoft/ MAC OS
- Effective Communication
- Critical Thinking
- Networking
- Administration Duties

### LANGUAGES

- English (Fluent)
- Spanish (Intermediate)

### PROFILE

Hello, I'm Grover Thomas! As a Technician and IT student. I bring over 5+ years of technical trouble shooting, unique critical thinking, and "Down to the root" problem-solving skills. My intention is to advance my skills and knowledge towards my goal of creating my own innovative operating systems. I aim to make a significant contribution and grow with a company that \_\_\_\_\_. My diverse expertise and commitment to building a strong tech fundamentals make me a valuable asset to any business.

### COVER LETTER

Dear [Hiring Manager's Name],

I am excited to apply for the Entry-Level IT Help Desk position at [Company Name]. With over five years of experience as a remote and field technician, I have developed a strong foundation in troubleshooting, customer service, and technical support. Recently, I earned the Google IT Support Professional Certification, further strengthening my technical expertise and commitment to transitioning into the IT industry.

My hands-on experience has equipped me with the ability to diagnose and resolve hardware, software, and network issues efficiently. Working directly with clients has honed my communication skills, allowing me to explain complex technical concepts in an accessible manner. The combination of my technical background and customer-focused approach makes me well-suited for a help desk role.

I am eager to bring my problem-solving skills and passion for technology to [Company Name] while continuously learning and growing within the IT field. I would welcome the opportunity to discuss how my experience and dedication align with your team's needs. Thank you for your time and consideration—I look forward to the possibility of contributing to your organization.

Best regards,  
[Your Name]

### REFERENCE

**Joseph Vezeau**

Sky Networks

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**Jamal Young**

High Desert Techs

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