

JAKE VANDERKRUK

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Data#3

DEAR HAYS/WHOM IT MAY CONCERN

Hi,

I believe I would be a great fit for this role as I have a strong working knowledge of all the desired technical skills listed. I have worked in a technical support role previously for two years supporting over 1800+ users in a team of three technicians (see resume for further details). My day to day roles included managing users in our sites active directory organizational unit, backups, Windows 7, 8, 10 and Apple software/hardware triage and repair, bash scripting, installing and imaging PC's, Servers, projectors and printers as well as mobile devices via an MDM. I have experience in SQL and database design due to completion of databasing subjects in my bachelor's degree I am currently studying flex (online/on-campus) through CQU. During my diploma I designed virtual and physical networks which included active directory configuration with multiple site replication as well as configuration of Cisco IOS networking devices.

I also bring to the table experienced customer service skills as I have worked in a high foot-traffic retail environment since 2015 to time of writing. My previous IT position was also customer facing, meaning in-person, over the phone and email tech support were all provided. I understand that issues that occur with technology greatly affect users/staff ability to do their job and how frustrating it can be when the help the user is provided is not spoken in a language they can understand, due to my extensive experience in customer service and dealing with many different scenarios I believe this would not be an issue with users/staff I provide support to.

I hope based on what I have provided that you can see I would be a great asset to in the IT Officer role, I look forward to hearing from you.

Jake Vanderkruk
Enclosure