

Joel Paterno

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14 10 2024

Dear Hiring Manager,

I am writing to express my interest in the IT Support Engineer position at Mindelta based in Collingwood, Victoria. As a Computer Science graduate from Monash University with extensive experience in IT support and project management, I believe my skills and experience align well with the requirements of this role. My technical skills include expertise in Windows OS troubleshooting, PowerShell Scripting, SCCM Task sequence, WDS, WIM, and PXE technologies. In my previous role as a Salesforce Project Lead and Customer Service Agent at Household Capital, I led the implementation of Salesforce Email-to-Case for streamlined ticketing and group inbox management, enhancing customer service efficiency. This role required advanced technical research and analysis, as well as collaboration with cross-functional teams to align technical solutions with business objectives. I am confident that these demonstrated abilities will enable me to excel in the IT Support Engineer role at Mindelta. Furthermore, I am captivated by Mindelta's mission and commitment to leveraging technology to add value to businesses. My goal is to contribute to this mission by utilizing my technical skills and commitment to efficient project management. I am eager to further discuss how my background and experiences would make me a strong fit for this position.

Sincerely,
Joel Paterno