78, Apt 51, Einbecker Straße
10315, Berlin.

September 13th, 2018.

Dear Sir/Ma,

As a committed **Microsoft Specialist** with six years plus of verifiable track record, I am applying to obtain a position at **MediaMarktSaturn.** My extensive IT training, certifications, and experience makes me an exceptional candidate. Utilizing my skills and capabilities, I will contribute efficiently to the **MediaMarktSaturn**, My IT division.
Through my experience in IT Desktop Engineer/support, I acquired talents in all aspects of troubleshooting, installations, and configuration for a variety of desktops, laptops, hardware, and software. Telephony, Video teleconferencing, Specific to your needs, I possess the following Experience, Competencies and qualifications:

- Timely responds to clients' tickets
- Fast and effective problem resolution
- Management of IT asset
- Ensure high levels of uptime within desktop operating environment
- Ensure I take ownership for assigned incidents and problems and contact required resources both inside and outside the organisation necessary to resolve the problem, with minimum supervision.
- Responds to request for services with experience and compliance in established time limits.
- Supports drive imaging for desktop/laptop systems.
- Track record of resolving complex technical, network and printer issues
- Known for collaborating with staff to provide practical support
- Trains employees and orients them on how to use computer
- Maintains on relevant computer peripheral devices
- Able to perform root cause analysis. Capable of proactively recommending effective courses of action, communicate resolution, policy and procedures to the various IT stakeholders, management, and end user population.

- Experience supporting MAC OS and MAC hardware (Mac Book Air, Mac Book Pro)

- Effective communication: Communicates well both verbally and in writing in English, creates accurate and punctual reports, shares information and ideas with others, listens carefully and considers what others have to say, including different viewpoints
- Makes timely and accurate diagnosis of system related problems and determining between hardware, software and network related problems, and work in conjunction with the Global Service Desk and other IT operations/engineering groups to provide resolution.
- Installing firewalls, data encryption and other security measures, Providing telephone and desktop support.
- Committed to all components of Corporate IT availability as they will act as both an incident and problem manager for any issues impacting our remote offices.
- Active Directory and Domain controller setup, creating of OU's, users and computer accounts, groups Installing, supporting and maintaining new server hardware and software infrastructure (Windows server, Exchange 2010, virtualization using VMware VSphere's, Windows 8, Azure).
- VMware client management using VSphere Managing Users, group, roles and permissions.
- Provide ongoing support with VMware, Hyper-V, Active Directory, O365, email archiving solutions and mobile device integration, etc
- Applying cryptography to network applications. Backup and disaster recovery plans
- Excellent organizational, communication, and technical skills with a strong customer service orientation.
- Ability to establish strong relationships with individuals at the supervisor/team manager levels.
- Ability to work independently while collaborating with remote teams in a fast paced environment.
- Able to perform root cause analysis. Capable of proactively recommending effective courses of action, communicate resolution, policy and procedures to the various IT stakeholders, management, and end user population.
- Working experience supporting MAC OS, Windows Client Operating Systems and Linux distributions.
- Experience supporting MAC OS and MAC hardware (Mac Book Air, Mac Book Pro), Linux distributions, and Windows.

As you are looking for an IT expert who has outstanding people and problem-solving skills and ability to provide the best support to your IT Desktop Engineer, I am your right choice. I am confident it would be equally beneficial

to meet and talk about the goals of your organization and how my technological and troubleshooting abilities can assist you to attain those goals.

Thank you for your time and consideration. I will call your office after one week to arrange a meeting date and time.

Sincerely,

Kelvin Odarikpe
+4917680548620.