**Jun Zhou**

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**Australian Citizen**

**Full Australian Driver's License**

Dear Michael Gazzard,

I am writing to express my genuine enthusiasm for the Desktop Support role at CASA, as advertised. With a proven track record in providing technical expertise, troubleshooting, and aligning ICT strategies, I am confident in my ability to contribute significantly to CASA’s dynamic and mission-critical ICT environment.

**Why I am the Right Candidate for the Role:**

Current Role: Administrator in ICT Solutions Delivery

In my current role as an Administrator, I play a pivotal part in delivering ICT solutions to both staff and customers. Within this dynamic environment, I frequently encounter challenges ranging from hardware failures and software bugs to addressing website performance issues. My proactive approach to problem-solving, particularly in optimizing website performance, underscores my commitment to ensuring a seamless user experience.

**Website Performance Optimization: A Strategic Approach**

**Identification through Monitoring Tools:**

Leveraging advanced monitoring tools such as Empire CMS, I systematically identify potential issues affecting website performance. This involves a meticulous review of user reports, specifically focusing on any anomalies or concerns related to user accounts.

**Root Cause Analysis:**

Upon pinpointing areas of concern, I initiate a comprehensive root cause analysis to ascertain whether the underperformance emanates from server-side or client-side challenges. This meticulous approach ensures that interventions are precisely targeted, leading to efficient issue resolution.

**Collaborative Solutions:**

In instances where server-side issues are identified, I seamlessly collaborate with the ICT department. My proactive communication ensures that optimization efforts, such as refining website code, are promptly executed to enhance overall performance. This collaborative synergy exemplifies my commitment to delivering effective and sustainable solutions.

**Client-side Guidance:**

In cases where user actions contribute to performance challenges, I adopt a proactive communication strategy with our customers. Through clear and concise instructions, I guide them in taking the correct actions within their accounts, fostering a user-centric approach to issue resolution.

**Documentation:**

Upon the resolution of each case, I meticulously document the details, solutions implemented, and outcomes. This documentation serves as a valuable resource for future reference, enabling the team to build upon past experiences and streamline the troubleshooting process.

**Why I Want to Work for CASA:**

With a solid foundation in Information Technology, my skill set closely mirrors the requirements of the Desktop Support role at CASA. The experiences gained in my current role as an ICT Solutions Delivery Administrator have equipped me with a robust understanding of the intricacies involved in supporting ICT environments. I am confident that my hands-on experience will contribute effectively to the dynamic landscape at CASA.

I look forward to the opportunity to bring my skills and commitment to excellence to the CASA team.

Thank you for considering my application.

Sincerely,

Jun Zhou