

# Suman Neupane

0273085171

[Megraj58447@gmail.com](mailto:Megraj58447@gmail.com)

[www.linkedin.com/in/suman-neupane-3417421a2](https://www.linkedin.com/in/suman-neupane-3417421a2)

07/11/2024

Dear Hiring Manager,

I am excited to apply for the L1 IT Support Technician position as advertised. With a solid foundation in information technology and hands-on experience in technical support, I am confident in my ability to contribute to your team and provide exceptional service to users across Auckland.

Currently, I am pursuing a Bachelor of Information Technology at Toi Ohomai Institute of Technology, complemented by my practical experience in IT support. In my part-time role as a Technical Support professional at Loft 109 Backpacker, I provided first-level support for a variety of hardware and software issues. This role required me to diagnose and troubleshoot problems related to operating systems and hardware peripherals, ensuring prompt resolutions for user inquiries and enhancing overall satisfaction.

I possess familiarity with both Windows and macOS operating systems, as well as basic networking concepts, which I have applied in real-world scenarios. My experience includes configuring and supporting mobile devices, ensuring compliance and security for iOS and Android platforms. Additionally, my attention to detail has been vital in maintaining accurate records of IT assets, tracking the lifecycle of devices from acquisition to disposal, which aligns with your expectations for asset management.

I excel in communication and interpersonal skills, enabling me to interact effectively with users, providing training and guidance on software applications, and assisting in creating user manuals that facilitate smooth operation. My strong problem-solving abilities and capacity to work both independently and collaboratively make me well-suited for this position.

I am particularly drawn to this opportunity, as I am eager to contribute my technical skills to facilitate the smooth operation of IT services and support users effectively across various platforms. Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with the needs of your team.

Warm regards,

Suman Neupane