

Mohssen Sadeq

Edinburgh, EH16

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Re: IT Support Analyst

Dear Gary Simpson,

I'm applying for the IT Support Analyst role at **Change Digital – Digital & Tech Recruitment** in Edinburgh. I'm based locally with the right to work in the UK, and I'm keen to join a service desk where I can deliver reliable 2nd line support while contributing to improvements in documentation and day-to-day processes.

In my recent IT Engineer role, I supported Windows and Microsoft 365 for a large environment of 4,500+ endpoints. I'm confident managing incidents and requests in Jira, troubleshooting hardware and software issues, and supporting users by phone, email, and remote tools. I work calmly, document clearly, and take access control and confidentiality seriously.

Your advert's focus on OS and application deployment, maintaining and deploying laptops and desktops, and supporting 500+ users within an eight-person team is a strong match for how I like to work. I bring solid experience with Windows, MS Office, Active Directory and Entra ID, and I'm ready to build further on Exchange and iOS configuration including EMM as needed.

Thank you for your consideration. I'd welcome the opportunity to discuss how I can support your users and strengthen the service desk.

Yours sincerely,

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Right to work in the UK · Available for full-time roles.

Summary

Hands-on IT Support Analyst with experience supporting Windows and Microsoft 365 in busy environments. Confident managing users and access in Active Directory and Entra ID, and working tickets in Jira from first contact to resolution. Calm and clear with users, strong on documentation and access control, and comfortable supporting both on-site and remote staff.

Technical skills

- End-user support (1st and 2nd line), incident and request management
- Windows desktop support, Microsoft 365 (Teams, SharePoint, Office apps)
- Identity and access: Active Directory, Entra ID
- Ticketing and communication: Jira, phone, email, remote support
- Hardware diagnostics and troubleshooting, laptop and desktop support
- Remote tools: TeamViewer, AnyDesk, Teams, Google Meet
- Working in environments with strict access controls and confidentiality
- Additional: Windows Server, Linux (Ubuntu, CentOS), macOS, Google Workspace

Experience

- | | |
|--------------------|---|
| 03/2020 to 09/2024 | IT Engineer, Al-Salahi for Exchange Co., Yemen <ul style="list-style-type: none">• Supported a large environment of 4,500+ endpoints, handling day-to-day user issues across devices and software• Managed user accounts and access, maintaining accurate access records in line with internal controls• Logged, prioritised, and resolved incidents and requests in Jira via phone, email, and remote support tools• Supported internal and remote users using TeamViewer, AnyDesk, Teams, and Google Meet• Worked under strict access controls and data confidentiality requirements, escalating issues when appropriate• Flagged and escalated suspicious high-value activity in line with internal procedures |
| 01/2008 to 01/2014 | Computer and Hardware Specialist, Freelancer, Yemen <ul style="list-style-type: none">• Diagnosed and fixed hardware and software issues for clients• Built, repaired and upgraded PCs, and provided ongoing support |

Volunteering

- | | |
|--------------------|--|
| 10/2025 to present | CEC Project Development Assistant, LINKnet Mentoring, Edinburgh <ul style="list-style-type: none">• Helped with IT support tasks and basic troubleshooting for staff• Supported MS365 tasks and helped with social media and website updates |
| 01/2015 to present | Founder & Lead Instructor, Summer Education Camp, Yemen <ul style="list-style-type: none">• Built and currently run a volunteer programme reaching 10,000+ children• Sourced donations for programme operation and learning materials |

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Education

09/2014 to 10/2020 **Bachelor of Information Technology Engineering (10 Semesters)**
University of Aden, Yemen (Top 2% of the class)

Since 01/2023

Professional Development

AWS Certified Solutions Architect Associate | AWS Certified Developer Associate |
Azure | Docker and Kubernetes | Agile and Scrum | **Verified badges:** [Credly](#)

Languages

Arabic (Native), English (B2 to C1), German (B1)