Gary Zhao

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**Visa Type：**3-Year Working Visa

**Expiry date:** 8 Feb 2022

5 Dec. 2019

# **Job Title: IT Help Desk Support**

Dear Sir/Madam

I am writing to apply for the position of IT Helpdesk. Because I am a big fan of Microsoft productions and I enjoy supporting customers to optimize productivity in today’s corporate landscape by adopting these modern workplaces.

As an experienced IT engineer, I believe I would be a great fit for this role due to

* Solid background in helpdesk coupled with communication skills helps me to be qualified for providing IT support at the enterprise-level.
* Successfully completed Office 365 and Windows 10 migration project, assisted end-users on Office365 capabilities and collaboration (SharePoint, Outlook, Skype for business, OneNote, OneDrive, Planner, Forms, etc).
* Actively embrace new technologies, always remain eager to learn.

During my previous employments, I was responsible for providing technical support which covered Windows Operation systems, Wintel Server, Virtualization, network and IT peripherals; maintained IT infrastructure to provide a smooth operational environment. I supported the project team to complete several migration projects such as Office 365 pilot, Window 7 /10 upgraded on a large scale. My goal in performing all my duties is to provide the ultimate in customer service excellence, resolving all issues quickly and efficiently.

In support of my application, I have attached a copy of my CV. It shows that I will bring important skills to the position, including:

* 1st and 2nd level technical support related to desktop, infrastructure and applications.
* Windows Server installation and configuration (AD, DNS, DHCP, SCCM, Exchange, RDS, WSUS, IIS)
* Office 365 deployment and administration (Outlook, OneDrive, Teams, Planner, Flow, Skype For Business)
* Microsoft messaging service setup (Exchanger Online, Skype for business, Teams)
* Mobile device management with Intune (iOS, Android).
* Azure AD administration (account/group creation, password reset, company branding, identity etc.)
* Experience with IT project delivery, focused on OS migration, new services or platform rollout, user requirement analysis.

Thank you for considering my application. I look forward to hearing from you.

Yours sincerely,

**Gary Zhao**