Dear Team Logic,

My name is Joseph and I am a self-starting and solutions-oriented IT technician with 2 years experience in a UK tech company called Blu Wireless. There I was responsible for the configuration and management of an extensive IT system comprising of physical servers, Windows 10/11 PCs, cabling and switching, Active Directory, LDAP, and Office 365. In my role I was the first point of contact for all internal user support for the system and have extensive experience in ticketing, troubleshooting and workload prioritization. Alongside my day-to-day I was also involved in projects to improve the systems through building a configuration management system with Ansible, enhancing security processes and migrating the operating systems.

It was always a pleasure to help users of all levels with their IT challenges. It brought together the sense of pride felt through helping others and my penchant for solving problems through critical thinking. I have also practiced my customer service skills in a variety of different roles, in several different countries, in the hospitality industry. This includes my current role at Brookside Orchids, where find timely and effective resolutions for our clients.

In my previous IT Technician role I was responsible for ensuring firewalls were installed and up to date, monitoring systems and providing preventative maintenance. I used remote tools and diagnostic utilties such as RDP and Wireshark to troubleshoot problems. By automating security updates, siloing with VLANs and applying user controls and administering access through LDAP and Office 365 I was able to ensure that security standards were met.

Alongside my role in the IT department I also worked on several projects a DevOps capacity with the software engineering team. I built a release note generation tool that connected git commits with Jira tickets and used the information to scrape the notes and build a PDF documenting the changes in a given software release. I also further developed the continuous integration pipeline (using Zuul) to ensure code tests and commit message checks were applied before reaching code review. In this process I was exposed to Agile working practices with Jira sprints and technical documentation on Confluence. I have a passion for technology and am always looking for new ways to grow and expand.

I have a curious mind and a tenacious attitude, reflected in my choice of Theoretical Physics as a major in college, which I pursued to a Masters level. This mindset has led me all over the world and helped me to meet and engage with people of all cultural backgrounds and walks of life. This constructive and forward thinking mindset, alongside my technical skills will mean that I can make a positive contribution to the company from day one.

Thanks so much for reading my application. Please let me know if you feel my skill set is a match for the role,

Joseph Foster