Nicholas Roberts
303 NE 52nd Ave
Portland, OR 97213
612-987-4557
nickroberts24@gmail.com

June 13, 2013

Dear Hiring Manager,

I am interested in applying for the Desktop Support Tech position that was posted at Staffing Solutions, LLC on 6-03-2013. I was very excited when I read the job posting as this position is exactly what I am looking for to continue my career in IT. I believe that my experience and qualifications are a perfect match for the requirements of the position and that I would be a valuable asset to your company.

At my most recent job in Information Technology, I was promoted twice starting at Technical Support to Desktop Support to Jr. Network Administrator. These different positions allowed me to learn and work with a wide variety of hardware and software systems and required me to hone my skills quickly in order to meet the demands of an ever-changing workload. I am quite skilled at troubleshooting hardware and software issues and that is what I really enjoy doing the most. In addition to the professional experience I have obtained, I have also recently acquired my CompTIA A+ certification and am currently working towards Network+, Server+ and MCSE certifications. I thrive on being challenged to learn new skills and I'm hopeful that your company will provide me with an opportunity to do so. It is my goal to provide the finest level of service to the technical systems I work on as well as the clients and employees that I work with. Something that I believe is lacking in the support area of the IT world is clear and patient communication with co-workers and clients outside of the IT department. I have always strived to provide a level of interaction that makes the people I'm working with feel comfortable and that they're being listened to. Those things, when used often, help ensure that potential issues will be reported before they become problems and the possibility of unnecessary labor is greatly reduced. An approachable IT department is an effective IT department. If these are qualities you are looking for in potential hires, I believe I am the ideal candidate.

I thank you for taking the time to consider me for this position. Included with this cover letter is a copy of my resume which will give you a better idea of my specific skills and qualifications. I welcome the chance to discuss with you how my skills would benefit your company, and I look forward to hearing back from you soon to schedule a meeting. You can contact me any time at 612-987-4557.

Respectfully yours,

Nicholas R. Roberts

Enclosed with this cover letter are:
- copy of my resume
- written recommendation
- CompTIA A+ certificate

NICHOLAS ROBERTS

303 NE 52ND AVE, PORTLAND, OR 97213 | (612) 987 - 4557 | NICKROBERTS24@GMAIL.COM

OBJECTIVE

- My objective is to obtain an Information Technology position where I can utilize my skills while also being challenged on a regular basis to grow additional skills. I have a passion for all things technical and would like to advance my career into Network Engineering and eventually Network Security and Data Forensics.

QUALIFICATIONS

- CompTIA A+ Certified
- 3+ years of experience supporting computers, networks, printers and various peripherals
- 2+ years of technical support for a proprietary mobile-device auditing application: troubleshooting hardware and software issues and in-the-field network connectivity via dial-up and cellular / WiFi tethering
- Many years of customer service experience via phone, email, chat and in-person
- Able to monitor and configure Active Directory, Group Policy, Microsoft Exchange, SharePoint and VMware
- Extensive experience with Windows XP, Vista, 7 & Server 2008/R2, Microsoft Office 2007/2010 including PowerPoint and Symantec Protection Suite Enterprise Edition (Endpoint Security)
- Experience with asset management, disk imaging, secure disk wiping and disposal, WSUS, IIS, unattended OS installations, remote application and patch installations as well as the use of Windows PowerShell
- Experience with scheduling, executing, verifying and documenting daily/weekly/monthly backups as well as organizing and categorizing tape backups
- Experience with PC hardware maintenance and repair including desktops, laptops, handheld devices and peripherals such as video cards, NICs, hard disks, optical drives, RAM, PSUs as well as LCD screens
- Experience setting up and maintaining presentation equipment including TVs, projectors, sound systems and media computer systems as well as VoIP telephone systems and key card security systems
- Able to communicate clearly and effectively with all levels of employees and management
- Skilled at responding to, prioritizing and documenting end-user inquiries and trouble tickets

WORK EXPERIENCE

8/2010 TO PRESENT   ZH Brewing Company, LLC   *Portland, OR*
OWNER / BREWER

- Wrote and developed mission and business plan in addition to establishing a new corporation
- Brewed, packaged and formulated recipes for many different craft beers
- Secured and supervised a support and management team, including investors
- Marketed products and networked with local media outlets and potential vendors
- Worked with several Chambers of Commerce and Neighborhood Associations to facilitate and provide increased employment as well as neighborhood growth and vitality

6/2007 TO 8/2010   Quiktrak, Inc.   *Beaverton, OR*
JUNIOR NETWORK ADMINISTRATOR

- Promoted twice in just over three years - Technical Support to Desktop Support to Jr. Network Admin
- Provided diagnosis, troubleshooting and repair of hardware and software on-site and over the phone
- Responsible for applying upgrades, fixes and maintenance for a large network of servers and workstations
- Designed and implemented a software security scheme for an international network of 350+ computers
- Provided research, pricing and implementation guidance on all new hardware and software purchases

EDUCATION

2003 - 2004   Portland Community College   *Portland, OR*
COMPUTER SCIENCE

- Network Administration focus with some basic scripting and programming training
- Web Design and Development, Flash Design and minimal Graphic Design training

When I worked with Nick Roberts I always found him to be technically skilled, hardworking, and self-motivated. Nick worked well with both his coworkers and the people he supported. He is skilled at tracking down issues and resolving them in a timely manner. While we worked together he spearheaded several projects which both helped speed up repairs and prevent many new issues from arising. Nick was often taking on problems and solving many of them before anyone else even knew there was an issue. He was also very good at keeping up with technology trends and seeing how they could benefit the company. He worked well on a team or on his own and I think anyone Nick works for will find him to be a real asset and benefit to them.

Nick Padilla
Systems Manager

Direct Line: 503-333-9806

CompTIA.

Nicholas Roberts

has successfully completed the requirements to be recognized as

CompTIA.
A+
CERTIFIED | ce

COMP001020548265

CAREER ID

Todd Thibodeaux (signature)

TODD THIBODEAUX
President & CEO

April 12, 2013

DATE CERTIFIED

This certification is valid through: 04/12/2016