**BRUCE MARIGA NYARIBO,**

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**Phone Number: +254 792128555**

**Nairobi, KENYA.**

**31/08/2023**

**Manager, Human Resource & Administration,**

**AERC Africa (AERC),**

**3rd Floor, Middle East Bank Towers Building, Jakaya Kikwete Road,**

**Nairobi, KENYA.**

**Email: recruitment@aercafrica.org**

Dear Hiring Manager,

I am excited to apply for the IT Assistant position at AERC Africa, as advertised. With a strong background in Applied Physics and Computer Science, as well as practical experience in; technical support, network administration, and system maintenance, I am confident in my ability to contribute effectively to your IT team.

In my previous roles, I have successfully provided technical support to end-users by promptly addressing inquiries related to computer software, hardware, network, and peripheral equipment issues. My troubleshooting skills have allowed me to swiftly resolve technical problems, ensuring minimal disruptions and enhanced user satisfaction. I am committed to delivering high-quality IT helpdesk support within prescribed Service Level Agreements (SLA), thereby contributing to a seamless operational environment.

I have hands-on experience in installing and configuring hardware and software, including workstations, printers, scanners, and other IT equipment. I understand the importance of maintaining up-to-date systems and have actively participated in routine maintenance tasks, such as software updates, patches, and system backups. My attention to detail and proactive approach to monitoring system performance have enabled me to identify and address potential issues before they escalate.

Documentation is a crucial aspect of maintaining an efficient IT environment, and I take pride in my ability to maintain accurate records of IT assets, procedures, and configurations. I am skilled

In drafting comprehensive reports and documentation that contribute to the overall effectiveness of the IT team.

Furthermore, my experience in IT inventory management has equipped me with the skills to effectively manage and maintain an inventory of hardware, software licenses, and other IT assets. I understand the importance of optimizing resources and ensuring compliance with organizational guidelines.

I am not only proficient in technical tasks but also in providing training and support to end-users. I have conducted user training sessions and created user-friendly documentation that empower users to make the most of computer systems, software applications, and IT resources.

Staying updated with technology trends is a personal commitment, and I continuously seek to enhance my knowledge of new technologies and best practices in the IT industry. I am eager to contribute my insights to enhance the existing IT infrastructure and systems at AERC Africa.

I am excited about the opportunity to join your dynamic team and contribute to your IT department's success. Enclosed is my detailed resume, which provides further insights into my experiences and qualifications. I welcome the chance to discuss how my skills align with your organization's needs and goals.

Please feel free to contact me at +254792128555 or mariga.bn@gmail.com to schedule an interview.

Thank you for considering my application. I look forward to the possibility of becoming a valuable member of the AERC Africa team.

Sincerely,

**BRUCE MARIGA NYARIBO**