Dennis Jeffrey Flores

**Wintel Operations Team lead**

[Contact via Teams](https://teams.microsoft.com/l/chat/0/0?users=dennisjeffrey.flores@tpicap.com)

Craig Richards

**Head of Platform Services**

Dear Craig,

I am applying for the Head of Wintel Operations position at TPICAP and wanted to express my excitement about this opportunity. I believe I am a strong fit for this role with over 16 years of IT experience and 5 years managing global Windows operation teams.

My resume, which is attached, showcases my successful career leading high-performing global Wintel operations teams. Currently serving as the Team Lead for Global Wintel Operations at TPICAP, I oversee a group of 9 engineers providing 24/7 support for the Wintel infrastructure. Throughout my tenure, I have become a catalyst for initiatives to enhance efficiency through automation and documentation. I possess expertise in key areas such as Windows Server, VMware, PowerShell scripting, and networking.

In addition to my technical skills, I have a proven track record in mentoring, motivating, and leading teams to achieve optimal performance. At Alorica, I reduced ticket volume and bolstered team capabilities through coaching and process improvement. I am skilled at assessing resource needs, implementing workflows, and aligning team goals with business objectives. Moreover, my commitment to continuous learning is evident in my familiarity with frameworks such as ITIL, it4IT, and DevOps principles, which can directly contribute to the team's execution.

I see this opportunity as the next step in my career, and I am fully prepared to take on the responsibilities of the Head of Wintel Operations role. This includes overseeing daily operations, guiding the team, reviewing changes, resolving incidents, and identifying opportunities for improvement.

I am eager to bring my leadership abilities, process optimization skills, and technical expertise to TPICAP in this capacity. Please review my qualifications, and feel free to reach out if you require any further information. Thank you for considering my application.

At your service,

Dennis Jeffrey Flores