Deeksha Namani

(+1 469-404-3054)

namanideeksha@gmail.com

https://github.com/dnamani1

October 15, 2024

Hiring Manager

UNM Health and Health Sciences IT Group

University of New Mexico

Health Sciences Center

Albuquerque, NM

Dear Hiring Manager,

I am writing to express my interest in the IT Support Tech 1 position (req31294) at the UNM Health and Health Sciences IT Group. With a strong background in IT support, combined with experience in software development and customer service, I am excited about the opportunity to contribute to the IT support team and assist faculty, staff, and students at the Health Sciences Center.

In my recent role as a Graduate Teaching Assistant at the University of West Georgia, I developed essential skills in troubleshooting, technical support, and user education, working directly with students to help them navigate technology and programming-related challenges. I facilitated workshops and guided students through hands-on exercises, which strengthened my ability to translate complex technical issues into understandable solutions—a skill I would bring to the IT Support Tech 1 position.

Additionally, during my time as a Software Engineer at Prosprint Technologies, I honed my technical skills across a variety of platforms and systems, including managing databases, troubleshooting workstations, and utilizing IT service desk management tools. I have a strong command of both Microsoft and Apple operating systems, and I am experienced in deploying workstations, imaging, and encryption. My ability to manage technical issues remotely and over the phone will allow me to efficiently support end users across various IT environments.

Furthermore, I have developed a customer-first mindset through my prior experience in customer service and IT support, and I believe in providing consistent, high-quality service to every client interaction. I am confident that my combination of technical expertise, customer service experience, and collaborative approach will make me an asset to your team.

I would welcome the opportunity to discuss how my background and skills align with the needs of the Health Sciences IT Group. Thank you for considering my application. I look forward to the possibility of contributing to the ongoing success of the IT department at the University of New Mexico.

Sincerely,

Deeksha Namani