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# Mouaad El Moumene

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Dear,

I am excited to apply for the IT Walk-In Desk Coordinator position at EUROCONTROL. With over 15 years of experience in IT operations and support, I bring a proven track record of delivering high-quality technical assistance, coordinating support teams, and enhancing user satisfaction within high-demand environments. My background, including my current role as Senior IT Engineer and Lead of Operations at Sony DepthSensing Solutions, has equipped me with a strong foundation in IT service management, system monitoring, and end-user support, making me well-suited for this role.

Throughout my career, I have developed expertise in managing complex IT infrastructures, including overseeing TCP/IP networking, Active Directory management, and executing virtualization solutions. I have extensive experience in first- and second-line support, handling a variety of hardware, software, and network-related issues. At Sony, I implemented structured support documentation, established protocols for troubleshooting, and created user-friendly guides that improved response times and enhanced customer satisfaction. My dedication to meeting and exceeding KPIs and SLAs is a reflection of my commitment to service excellence and continuous improvement.

In addition to my technical expertise, I excel in fostering collaborative work environments and ensuring clear communication with stakeholders. My approach emphasizes proactive problem-solving, where I consistently work to identify root causes, streamline support processes, and prevent recurring issues. I am also skilled in managing technical documentation and user training, which I understand are essential components of a successful IT walk-in support environment. My experience with data-driven decision-making and resource optimization further aligns with EUROCONTROL's needs, as I am committed to operational efficiency and user-centered support.

I am enthusiastic about the opportunity to contribute to EUROCONTROL, and I am confident in my ability to provide impactful, high-quality support as an IT Walk-In Desk Coordinator.

I look forward to discussing how my skills and experience align with your objectives.

Thank you for considering my application.

Warm regards,