

TO

To whom it may concern

FROM

PRASHANTH SANKAR  
IT Support Specialist

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PRASHANTH  
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IT SUPPORT SPECIALIST

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PROFILE SUMMARY

A highly skilled and results-driven IT professional with over 8 years of progressive experience in technical support, system administration, and IT infrastructure management. Adept at resolving escalated technical issues, overseeing incident management processes, and collaborating across technical teams to deliver seamless support. Demonstrated expertise in Windows environments, virtualization (VMware), networking protocols, and backup systems. Proven ability to deliver prompt and effective solutions while maintaining service excellence in high-pressure environments. Committed to continuous improvement and knowledge sharing to enhance operational efficiency.

COVER LETTER

Dear Hiring Manager

I am excited to apply for the IT Support Engineer position. With over eight years of experience in IT support and system administration across Europe and India, I have developed both a strong technical foundation and the adaptability needed to work in diverse environments.

In my current role as a Technical Support Specialist at Stakelogic, I oversee system monitoring, incident management, and escalations, ensuring business continuity and minimal downtime. Working closely with Tier 1 and Tier 3 teams, I not only resolve complex technical issues but also contribute preventive measures and maintain documentation that streamlines future operations.

Prior to this, as an IT Engineer at Prosecure Limited, I managed Active Directory, VMware-based virtualization, and disaster recovery planning. I gained hands-on experience with Windows Server administration, Veeam backup solutions, and supporting scalable IT infrastructures. My early career in India, focusing on desktop support, networking, and IT asset management, gave me the solid grounding that continues to shape my problem-solving approach today. Having worked in both European and Asian markets, I bring an international perspective to IT support balancing technical expertise with cross-cultural communication skills. I believe this background enables me to contribute effectively to global teams and dynamic business environments.

I would welcome the opportunity to discuss how my skills and experience can support your team's success. Thank you for considering my application.

Kind regards,

Prashanth

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