

January 31, 2025

Flexibility Capital, Inc.
New York, NY

Dear Hiring Manager,

I am eager to apply for the IT Help Desk position at Flexibility Capital, Inc. With experience in technical support, troubleshooting, and IT operations, I am excited about the opportunity to contribute to your growing team. My background in IT support at Kenyon College, combined with my academic coursework in programming and network administration, has prepared me to effectively manage end-user requests, system maintenance, and network troubleshooting.

As an IT Assistant at Kenyon College's Library and Information Services, I provided campus-wide technical support, troubleshooting hardware and software issues, maintaining networked printers, and assisting with classroom technology setups. I also developed workflow automation tools to optimize scheduling for maintenance tasks. These experiences have strengthened my ability to diagnose and resolve technical issues efficiently while providing excellent customer service.

Additionally, my academic background includes coursework in Data Structures and Program Design, Software Development, and Digital Humanities, equipping me with skills in Python, JavaScript, and IT infrastructure. My CompTIA ITF+ certification further demonstrates my technical competency and commitment to professional development in IT support.

Key qualifications that align with this role include:

- Experience troubleshooting Windows, macOS, and basic networking issues.
- Familiarity with Office 365, Google Workspace, and Azure Active Directory.
- Strong documentation and communication skills for ticketing systems and end-user support.
- Basic knowledge of VPN, DNS, and Active Directory management.
- Passion for delivering high-quality technical support with professionalism and efficiency.

I am particularly drawn to Flexibility Capital's mission of supporting small businesses and the opportunity to work in a hybrid IT environment. My technical skills, adaptability, and customer-focused approach make me a strong candidate for this position. I look forward to the opportunity to further discuss how my background can contribute to your IT team.

Sincerely,

Richard A. Alvarez
+1 (773) 469-9726
rawalvarez731@gmail.com
Chicago, Illinois (Open to Relocation)