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**Hiring Committee**

The World Bank Group  
Dar es Salaam Country Office  
Tanzania

Dear Hiring Committee,

**Re: Application for Senior IT Assistant**

I am writing to express my interest in the position of Senior IT Assistant at the World Bank Dar es Salaam Office, as advertised. With a strong background in IT support, user engagement, and technical problem-solving, I am confident in my ability to provide high-quality, client-centered solutions aligned with the World Bank Group's commitment to innovation, empowerment, and resilience.

Over the past 3 years, I have gained extensive experience in IT systems management, user support, and troubleshooting, including Windows platforms, Microsoft 365 applications, network infrastructure, and videoconferencing tools. My proficiency in Active Directory, DNS, and remote access solutions has enabled me to support both local and remote teams with efficiency and professionalism.

In my recent role at Coalition for Women Human Right Defender's I worked closely with cross-functional teams and senior management to deliver timely IT support, deploy and maintain hardware/software, and train staff on digital tools to increase productivity. I am particularly skilled in adopting agile frameworks, such as Scrum, and using platforms like Azure DevOps and Power BI to support process automation and reporting needs.

What excites me most about this opportunity is the World Bank Group's mission to reduce poverty and promote shared prosperity. I am passionate about using technology as a force for

development, and I would be honored to contribute to this vision by ensuring that World Bank staff in Tanzania are equipped with secure, resilient, and cutting-edge IT solutions.

Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to the success of the World Bank's operations in Tanzania.

Yours sincerely,

**Lilian M Makulu**