

## Cover Letter

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<https://github.com/warsame143/IT-homelab-portfolio>

Dear Hiring Manager Name,

I am writing to express my strong interest in the Service Desk Analyst position at your organization. As a CompTIA A+ certified professional with a Diploma in System Administration and specific training in ServiceNow ITSM workflows, I am eager to apply my technical and process-oriented skills to your service desk team.

My background uniquely positions me for this role, as I combine hands-on technical knowledge with a clear understanding of incident management processes. Through extensive home lab simulations, I have practiced the full lifecycle of a Service Desk Analyst, from logging and categorizing tickets in ServiceNow to prioritizing incidents and documenting resolutions. I am proficient in the core tools required for First Call Resolution, including Active Directory for account management (password resets, unlocks) and Microsoft 365 for user administration.

In addition to my technical capabilities, I bring over four years of experience as a Pharmacy Assistant, where accurate documentation and data entry were paramount. I am accustomed to working in fast-paced, customer-facing environments where confidentiality and clear communication are essential. I understand that a successful Service Desk Analyst must not only fix technical issues but also ensure users feel heard and supported throughout the process. I am enthusiastic about the opportunity to bring my dedication to service excellence and technical problem-solving to your organization. Thank you for considering my application.

Sincerely,

Nour Warsame