

Cover Letter

Nour Warsame Edmonton, AB | 780-838-8910 |
nuurvet143@gmail.com <https://github.com/warsame143/IT-homelab-portfolio>

Re: Application for IT Support Technician

Dear **Hiring Manager Name**,

I am writing to express my enthusiastic interest in the IT Support Technician position at **your organization**. As a CompTIA A+ certified professional with a Diploma in System Administration and a passion for continuous learning, I am eager to bring my technical troubleshooting skills and customer service background to your IT team.

Through my freelance technical work and extensive home lab projects, I have developed practical expertise in Windows Server 2022 administration, Active Directory management, and Microsoft 365 configuration. I have hands-on experience deploying virtualized environments, managing Group Policy (GPO), and troubleshooting network protocols such as DNS and DHCP. Additionally, my self-directed training in ServiceNow has given me a solid understanding of ITSM workflows, incident management, and the importance of clear documentation in a help desk environment.

Prior to my transition into IT, I spent over four years as a Pharmacy Assistant, where I honed my ability to manage sensitive data, communicate complex information clearly, and resolve issues under pressure. This experience ingrained in me a deep commitment to accuracy and user satisfaction qualities I believe are essential for providing effective technical support.

I am confident that my blend of technical certifications, hands-on lab experience, and proven dedication to customer service makes me a strong candidate for this role. I look

forward to the opportunity to discuss how I can contribute to the success of **your organization.**

Thank you for your time and consideration.

Sincerely,

Nour Warsame