

Cover Letter

Nour Warsame Edmonton, AB | 780-838-8910 | nuurvet143@.com

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

Dear Hiring Manager Name,

I am writing to express my interest in the Technical Support Analyst position at your organization. With a Diploma in System Administration and a CompTIA A+ certification, I possess the analytical mindset and technical foundation necessary to diagnose complex system issues and maintain operational efficiency for your organization.

My technical background is built on rigorous hands-on practice in virtualized enterprise environments. I have successfully deployed Windows Server 2022 domain controllers to analyze user management, Group Policy implementation, and network protocols such as DNS and DHCP. Unlike standard troubleshooting, my home lab projects focus on understanding the root cause of connectivity and access issues, utilizing tools like ServiceNow and Entra ID to simulate enterprise-level workflows. This experience has prepared me to handle the analytical demands of supporting diverse hardware and software infrastructures.

Furthermore, my four years of experience as a Pharmacy Assistant have instilled in me a disciplined approach to data accuracy and confidentiality skills that are critical when analyzing user accounts and managing system permissions. I am accustomed to working in high-pressure environments where clear communication and precise documentation are required to resolve issues effectively. I am eager to apply my skills in system administration, ITSM, and technical analysis to support the goals of your organization. Thank you for reviewing my application, and I look forward to the opportunity to discuss my qualifications further.

Sincerely,

Nour Warsame