

## Cover Letter

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

Dear Hiring Manager Name,

I am writing to apply for the Help Desk Technician position at **your organization**. With a Diploma in System Administration, a CompTIA A+ certification, and practical experience with ServiceNow and Active Directory, I am well-prepared to deliver immediate value to your service desk team.

My technical background is grounded in extensive hands-on home lab projects where I simulate real-world help desk environments. I have built Windows Server 2022 domains to practice user account management, password resets, and Group Policy configuration. Furthermore, I have specifically trained in ServiceNow ITSM workflows, handling incidents from creation to resolution to ensure I am familiar with the ticketing lifecycle used in enterprise environments. I am also proficient in Microsoft 365 administration, including managing users in Entra ID and configuring Exchange Online.

Beyond my technical skills, I bring over four years of customer-facing experience as a Pharmacy Assistant. In this role, I developed the ability to communicate complex information clearly, maintain strict confidentiality, and remain calm and helpful under pressure. I understand that an effective Help Desk Technician must be not only a technical problem solver but also an empathetic listener who prioritizes user satisfaction.

I am eager to bring my dedication to continuous learning evidenced by my current studies for CompTIA Network+ to **your organization**. Thank you for your time and consideration. I look forward to the possibility of discussing my application with you.

Sincerely,

Nour Warsame