Hello,

I am interested in learning more about the Information Technology Support opportunity your company is offering. I am a California native, living in Camarillo in Ventura County for over twenty years.

I am a certified, experienced, and responsible Network Support Professional with expertise in supporting installations, configurations, and maintenance of local and wide-area networks. I work daily with backup systems, ensuring completion of jobs in Veeam for our virtual and physical servers.

My background includes negotiating, setting up and maintaining Internet connections, operating systems, physical and virtual servers. I am a level three support technician responsible for the integrity and availability of hardware, network and server resources and systems.

I am responsible for and manage Active Directory (over twenty years), Windows Server 2019, 2016, 2012R2 and earlier versions going back many years. I consider myself an expert trouble-shooter, with many years of experience monitoring systems, servers, LANs and WANs.

I work daily in Active Directory and manage our onsite and cloud-based Exchange Server environment. My job has also included system monitoring and patching, ensuring up-to-date and secure systems. I am knowledgeable on monitoring and using system logs for troubleshooting and diagnostic work.

I monitor and maintain our VPN connections, manage user access via security groups and folder permissions and ensure that software is kept up to date and functional within budgetary guidelines. I am also an experienced Linux administrator with enough Apple experience to be able to maintain Macs.

My certifications include A+, Network+, MCP and MCSE. I have formal training in CCNA and VCP technology and have been using VMWare for over ten years and have been an MCSE for twenty. I have an Associate degree with a focus on technology supplemented by well over twenty years of experience.

I delight in working with co-workers and end-users who do not understand technical computer jargon. I am a people-person with a lifetime of technical skills, having worked in the technical support industry as a professional system and network administrator for more than twenty-five years.

I would like to be considered for the Information Technology Support position opportunity being offered and believe my attached resume will help identify my qualifications for the role.

Thank you,

Tim Malone, MCSE (20 years)
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