EDRICK F. VICTORIA

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Family-Personally Visit Visa

COVER LETTER

Dear Hiring Manager,

I am writing to express my interest in seeking a job position wherein I can fully utilize my expertise and knowledge in providing engineering support in Network Operations, Management, Administration, as well as Information Technology (IT) Help Desk or Desktop Support in your respective company. I am currently in Doha, Qatar and under a Family Visit Visa.

I believe that my strong technical experiences, customer service and communication skills, and educational background make me a highly competitive candidate. The key strengths that would support my success in a related position include:

- I am a graduate of Bachelor of Science in Computer Engineering.
- I took up Cisco Certified Network Associate (CCNA) - Routing & Switching.
- I am a Microsoft Certified Azure Fundamentals and Microsoft Certified Azure Administrator Associate.
- I have 2+ years of work experience in Networking, Customer service, Technical support over Voice over IP network environment.
- I am experienced in taking queries, calls, tickets, and e-mails from different clients having technical issues.
- I am exposed to real-time technical support issues, records and documents in a ticket log, and provides quick resolutions.
- I am skillful in PC hardware and software support and troubleshooting.
- I have worked with customers, phone vendors, affiliated departments, and IT personnel to troubleshoot under time and pressure.
- I have outstanding oral and written communication skills, interpersonal, evaluation, analytical, and documentation skills.
- I am hardworking, adaptable, fast learner, active listener, multi-tasker, team-player, and goal-oriented.

With a Bachelor of Science in Computer Engineering degree, I have a comprehensive understanding on Computer Systems, Hardware, and Software. I am able to install, modify, diagnose, troubleshoot, and resolve computer hardware and/or software issues including Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. I am also knowledgeable of Windows Server products and Operating Systems. I also have a good understanding on Network topologies and protocols. I am familiar with Cisco and Edgewater routers. I have experience in configuring and managing routers, configuring IP addresses, troubleshooting internet network connectivity and call issues of IP phones. I am also familiar with Microsoft Azure fundamentals, concepts, and administration. I have solid foundational level knowledge of cloud services and how these are provided with Microsoft Azure. I possess basic knowledge to manage cloud services that span storage, security, networking, and compute cloud capabilities. I have a deep understanding of each service across the full IT lifecycle, and take requests for infrastructure services, applications, and environments.

If there are related vacant positions in your good company, please refer to my resume for my educational background, extensive job duties and responsibilities of my work experience. If you have any questions, I can be reached anytime via email at victoria.edrick@gmail.com or by mobile, +974-50044056. I am available for interviews and I am able to join immediately.

Thank you for your time and consideration. I am looking forward to speaking with you about an employment opportunity in your good office and hoping for your kind response.

Sincerely,

Edrick F. Victoria