
Alex Demo

IT support professional

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October 19, 2026

Dear Hiring Team at Demo Workplace Services,

I am interested in the IT Support Specialist role because its day-to-day work closely matches my background in Windows and Microsoft 365 support, ticket triage, laptop setup, and clear escalation.

At Sample Office Services, I support 90 office staff and resolve 12–18 service-desk tickets a day involving Outlook, Teams, printers, VPN clients, and account access. I perform approved Active Directory user changes, provision Windows laptops using an existing checklist, and maintain an inventory of 140 devices. I also document common troubleshooting steps and write basic PowerShell scripts for inventory and CSV reports.

Previously, as a Service Desk Technician at Example Retail Support, I provided first-line support, recorded incidents in a ticketing system, and kept nontechnical staff informed. My Computer Systems Technician diploma and IT Support Fundamentals Certificate complement this practical experience.

I would welcome the opportunity to discuss how I could support the team at Demo Workplace Services. Thank you for your consideration.

Sincerely,

Alex Demo