

NOC Analyst Cover Letter

8191 Schulist Unions East Curt, CA 36110

Dear Ryan Jenkins,

In response to your job posting for NOC analyst, I am including this letter and my resume for your review.

Previously, I was responsible for technical support for issues with Active Directory, Security, VPN, Linux/Windows, Legacy systems, routers, printers, Wi-Fi, LAN/WAN, remote desktops, NOC Tools, etc., based upon ITIL processes.

Please consider my experience and qualifications for this position:

- Proficient troubleshooting SONET(OC-3, OC-12, OC-48, OC-192)
- Experienced with L1 through L3 services
- Knowledge of ISP service offerings such as DSL, Metro Ethernet, VPN, MPLS, & SD-WAN
- User level understanding and experience with Windows, Linux OS, network hardware and protocols, network storage systems, and apache web servers
- Experience in telecommunication, internet, or network operation center environments
- Specific knowledge of Cisco ACS, WAN Optimization, VPN, and Internet Proxy Servers
- Effectively communicates with users, IT professionals and team members typically reporting and discussing progress of projects/incidents
- A high proficiency in Microsoft Office Suite (Word, Excel)

I really appreciate you taking the time to review my application for the position of NOC analyst.

Sincerely,

Riley Medhurst