

NOC Analyst Cover Letter

49634 Weimann IsleTrudiestad, OK 87911

Dear Peyton Parker,

I am excited to be applying for the position of NOC analyst. Please accept this letter and the attached resume as my interest in this position.

Previously, I was responsible for basic help desk support for problems and service requests related to hardware, software, network/mainframe connectivity and application support.

Please consider my qualifications and experience:

- Exceptional customer interaction skills - written and verbal
- Highly organized / time sensitivity
- Telecom experience with focus on direct customer support
- Act as a contact during the course of minor and major incidents coordinating responders from a global I.T
- Appropriately document and communicate problems, response activities and status in ticketing system to operations leadership and end-users
- Intermediate knowledge of Cisco WAN, LAN, WLAN environments
- Cisco CCENT or CCNA
- Experience with Security, Firewalls, Netcool, Service Now/Remedy

Thank you for considering me to become a member of your team.

Sincerely,

Cameron Poulos