

NOC Analyst Cover Letter

9007 Cassin RunRiceport, ND 62764

Dear Sam Hudson,

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.

In my previous role, I was responsible for reports, solutions and or recommendations to the Network Operations Manager and other IBNF Operational support entities regarding procedures and software/hardware improvements that would result in improving the Quality of Service of the network.

Please consider my experience and qualifications for this position:

- Aptitude to learn fast, retain and apply knowledge in a complex fast-paced environment
- Use independent judgment when identifying and resolving major issues, including taking appropriate escalation steps, communicating specifics to the correct party, documenting all tasks that are completed, and reviewing all error logs
- Active Directory, DHCP, DNS, GPO, and PowerShell
- SCOM, SCCM, WSUS, Orion Solar Winds, VMware products
- Knowledge of NIST Security policies and standards
- Previous experience with ITIL and HDI methodologies
- Intermediate network diagnostic skills to collate and interpret trends and analyze data from various sources to troubleshoot and provide recommendations or solutions to technical issues
- Requires heavy interaction with other technical groups including developers, information/data security, networking, system administrators, and IT operations

Thank you for taking your time to review my application.

Sincerely,

