

RICHARD DAVIS

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RE: Desktop Support/Cyber Security Technician for hire:

To whom it may concern,

I believe I possess the necessary skills and experience you are seeking and would make a valuable addition to the team.

As my resume indicates, I possess more than five years of experience in the IT & computer field. This includes personal hands-on experience working with/repairing computers, over 3 years professional experience in the field, as well as both formal and personal education. Including, but not limited to: Associates in Computer Science in 2018, CompTIA A+, Network+ & Security+ certifications.

My professional work history includes Managing Member, co-owner and Registered Agent at Revolution Games, LLC, Xfinity Residential Sales Professional at Comcast, Technical/Help Desk Support Analyst at San Jacinto College Central campus and most recently Desktop Support Technician at San Jacinto College Central campus.

My responsibilities at **Revolution Games, LLC** were as follows: As a Managing Member and the Registered Agent of Revolution Games, LLC, my responsibilities included managing Excel spreadsheets for business revenue and taxes; maintaining company equipment, network, computer systems and software; managing assets and vendor relations and setting product price points based off of the MSRP and local market.

My previous experience with **Comcast**, where it pertains to this job, I did basic setup/install and troubleshooting of client's network and equipment for residential homes.

At my previous position as a **Technical/Help Desk Support Analyst at San Jacinto College** included identifying client issues quickly to effectively administer potential solutions both on-site and remotely. I assisted in setting up new facilities and deployed dozens of laptops/desktops on-site, both client and lab. As well my position has required me to have basic knowledge and understanding of Azure Services, AD, SCCM, CMD, Print Management, RDP, Reg-Edit and more.

And my most recent and current position at **San Jacinto College as a Desktop Support Technician** I work in a team to identify client issues, both hardware and software related, to effectively administer potential solutions both on-site and remotely. I am also responsible for imaging, setting-up, and managing dozens of laptops/desktops/tablets, both Windows and Apple/Mac and both client and lab. As well, my position requires me to have **advanced** knowledge and understanding of Azure/Intune Services, AD, SCCM/MECM, CMD, batch-file, PowerShell, SQL, Print Management, RDP, Reg-Edit, bitlocker, Microsoft Defender for Endpoint, Malwarebytes and more.

Please see my link to my Resume for more details, and I look forward to speaking with you for further details and interview opportunities regarding any available current or future Desktop Support positions. Get to know me: Visit my website, listed at the bottom of my resume, to know who you're hiring and to view more recent work in my capabilities with website design/development.

Sincerely,
Richard E. Davis Jr.