**MUHAMMAD SHAHBAZ MOBIN**

**To**

**Manager Human Resource Deaprtment**

family Resident Area Hospital King Khalid Military City

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(Saudi Arabia)

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Dear Hiring Manager’s

# I’m confident I’ll be an excellent fit as IT system administrator

# . As a solution-driven IT Engineer with 10+ years of experience in delivering fast and effective support to clients and end-users, I am excited to offer my analytical, technical, and problem-solving abilities in a new role.

With my hands-on knowledge of computer software and hardware systems, excellent diagnostic skills, and high-level communication abilities, I am well-versed in responding to queries, resolving computer hardware and software problems, and implementing effective solutions. Currently, as technical manager for Discovery Benefits, I deliver well-rounded technical support to 200+ users daily, including conducting troubleshooting and resolving IT-related and application issues to maintain optimal service efficiency. Please consider the following highlights of my key strengths and contributions:

* Maintained a closing average of 50 calls per day with an 80% first call resolution ratio
* Repaired emergency networking issues with 24/7 remote support to avoid potential loss of revenue for franchises and corporations
* Technical proficiencies in Service Now, Remedy, Manage Engine, TCP/IP, and LAN/WAN technologies

# It would be a pleasure to learn more about IT system administrator

, and I welcome the chance to provide further insight into my technical abilities and personal attributes. Thank you for considering my candidacy for this position, and I hope to hear from you soon.

Sincerely,

 Muhammad Shahbaz Mobin