EAN HENDERSON

ICT PROFESSIONAL | INFRASTRUCTURE • SYSTEMS • OPERATIONS

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GENERAL COVER LETTER

Hiring Manager
Recruitment Team

Dear Hiring Manager,

I am writing to express my interest in ICT infrastructure, systems administration, or IT operations opportunities with your organization. I bring practical experience delivering reliable technology services across nonprofit, contact centre, and retail environments in Jamaica.

In my current role, I support operations across multiple locations. I implemented a dual-WAN architecture that improved connectivity resilience while reducing monthly internet operating costs by more than 50%. I also directed a fibre network modernization project across eight residential houses, improving wireless coverage and network performance.

My work also includes strengthening ICT governance and service delivery through incident management guidance, infrastructure standards, network diagrams, asset inventories, access records, and improved Microsoft 365 collaboration. My portfolio also features a Snipe-IT asset management portal project. Across previous roles in IT management, technical analysis, supervision, and senior support, I led infrastructure projects, coordinated vendors, maintained business-critical systems, and supported service continuity across contact-centre and retail environments.

I would welcome the opportunity to bring this combination of infrastructure experience, systems administration, cybersecurity awareness, project delivery, and user-focused support to your organization. My portfolio and resume provide further detail on my experience and selected work.

Sincerely,

Ean Henderson
ICT Professional