Luis Ortega

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Mutual of Omaha
Omaha, NE

Re: IT Support Specialist

Dear Hiring Manager,

Your IT Support Specialist posting describes hybrid employees on Windows 11 laptops managed through Intune, with ServiceNow as the ticketing system. That is almost exactly the environment I support today at Heartland Plains Credit Union, where I am the second-tier technician for 420 employees in 18 branches and a member call center.

When I started, every new laptop took about half a day of hands-on setup. I moved our fleet of 390 devices onto Autopilot, packaged the teller software and scanner drivers as Win32 apps, and now a new hire's machine is ready in about 45 minutes. I also wrote the PowerShell scripts we use for Active Directory onboarding and offboarding, so a departing employee loses access within 15 minutes of HR's notice. Our auditors asked about that process last spring and had no findings.

Most days are still about the queue. I work 22 to 30 tickets a day and resolve about 81 percent on first contact, and I have written 60 knowledge articles so our Tier 1 desk can close common requests without passing them to me. Two years at an MSP before this taught me to explain a fix to someone who is annoyed and behind schedule, and to leave a ticket note the next technician can use.

I would be glad to talk through how your team handles device rollouts and escalations. I am local and available for an interview any weekday.

Sincerely,

Luis Ortega