



## COVER LETTER

Dear Sir/Madam,

Please consider my application for the specified position.

During the last years, I acquired an extensive experience in **roll-out/floor walking/training/change of management** with different technologies, particularly focusing on O365/Exchange/Sharepoint.

Used to **work and travel worldwide** (Valencia, Spain; Karthoum, Sudan; Vancouver, BC; Utrecht, Holland; Prague, Czech Republic; Dublin, Belfast & Dundalk, Ireland, etc.).

Wide training experience including classroom training, one-to-one training and online training (Cisco Webex, Zoom, Microsoft Skype for Business, Adobe Connect, TeamViewer & others). Detailed working list & references available upon request.

Two years **MCA in E-Learning & Mobile Learning** -with a LMS specialization- added to several relevant working experiences, set me able to **plan, deliver and create custom online/offline/blended courses** from the scratch (including Learning Objects, video tutorial, quiz & tests SCORM/TIN-CAN API compliant – Adobe Captivate, Articulate, iSpring, eXe, etc – local/remote labs, etc.; examples available upon request), always oriented to completely fulfill the customer satisfaction.

Consultancy provided for SMB to Enterprise level Companies (pharmaceutical, transports, bank, IT, legal, etc.), Public and Military Sector.

Active as **Microsoft Certified Trainer** and **Google Certified Educator Level 2**, with more than 10 years of experience in ICT field, I have a working & training knowledge of a broad set of technologies (Windows Server & Client, PowerShell, SQL Server, System Center, Azure, Identity Management, Federation Services, Sharepoint, Exchange, Surface, Windows 10, Microsoft Project and Project Server, Yammer, OneDrive for Business, mobile devices - iOS, Android, Windows Mobile – etc.).

Pleasant team member, I both covered operational and management roles, with a particular focus in training, floor-walking and change of management. Able to work alone with fixed terms and objectives, enthusiast traveler, I speak Italian, professional **English** and **Spanish**, with a basic knowledge of French and German. International Tennis Official (LTA Member), Athletics Trainer, I love working in multicultural environments with the latest technologies and I am always looking for new challenges.

Looking forward for a kind reply.

Sincerely,

Ugo LOPEZ