

Statement of Qualifications - Sample

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Prompt

Describe your experience providing technical support and improving an IT process. Explain the situation, the actions you took, and the result.

Situation

In an education environment, staff needed a consistent way to receive prepared devices, account access, and dependable follow-up when technical issues occurred. As the primary IT contact, I supported onboarding and daily troubleshooting across hardware, software, access, and network-related requests.

Action

I organized repeatable onboarding steps covering device imaging, MDM enrollment, account provisioning, application access, validation, and handoff documentation. For support issues, I gathered symptoms, confirmed scope and impact, tested the least disruptive solution first, documented actions, and communicated status through resolution. I also incorporated access-control and security checks so convenience did not override protection of organizational data.

Result

The approach created a clearer and more consistent support workflow. Repeated tasks were easier to follow, device and access preparation became more structured, and future troubleshooting benefited from documented steps. The experience strengthened my ability to communicate with users, prioritize service restoration, and maintain security-conscious procedures.

This sample is based on documented experience and is intentionally generalized. Final SOQ responses should answer the exact numbered prompts and formatting rules in each job posting.