Callum Fairbairn
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16 October 2026

Ms Laura Pemberton
IT Service Manager
Lindum Insurance
Lindum House, 3 Park Row
Nottingham NG1 9QZ

Dear Ms Pemberton

Application for Second Line Support Analyst (ref. IT-2041)

I am applying for the Second Line Support Analyst post at Lindum Insurance. I have five years in IT support since my Digital Support Technician apprenticeship, the last three in desk-side support for Bridgford Homes, a housing association with 900 users, and I hold CompTIA A+, Network+ and ITIL 4 Foundation.

I resolve about 25 tickets a day across Windows 11, Microsoft 365 and Teams Phone, set up laptops and accounts with Intune for about 15 starters a month, and manage passwords, MFA and security groups in Active Directory and Entra ID. When I pass a network or server fault to our infrastructure team, I send the checks I have already done.

I have also written 40 knowledge base articles for our staff and first-line team. I want to take on the second-line work I now hand over, and moving all your branches onto Intune is the kind of project I would like to work on.

My CV is attached, and I would be glad to talk about the role. Thank you for considering my application.

Yours sincerely

Callum Fairbairn