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# Example of Expert Support Cover Letter

74139 Misha Streets
North Stepanie, AK 41476

**Dear Indigo Bahringer,**

I am excited to be applying for the position of expert support. Please accept this letter and the attached resume as my interest in this position.

In the previous role, I was responsible for technical expertise in a particular area of IT (e.g., Information Systems Architecture, Telecommunications Systems Design, Architecture, Implementation, Information Systems Integration, Software Development Methodologies, Security Engineering, Communications, Network Systems Management, etc.) or a specific functional area (e.g., logistics, cyberspace operations research, joint operation planning, policy, technical intelligence, etc.).

Please consider my qualifications and experience:

* Quickly and efficiently turnaround cases assigned to the group and proactively resolve problems within agreed service levels using logical, efficient and structured root cause analysis approach to troubleshooting, through asking appropriate diagnostic questions
* Excellent understanding of travel industry
* Excellent knowledge of PC/Printer, Hardware and TCP/IP
* Full working knowledge of all windows operating systems and LAN - WAN networking
* Fluent in English and Russian and Ukrainian
* Strong financial, analytical and computer skills with SAP and Microsoft Applications (specifically Excel)
* Excellent written and oral communication skills, fluent in English and German
* Customer orientation and strong focus on quality

**Thank you for considering me to become a member of your team.**

Sincerely,

Oakley Reichel