

Advanced Support Cover Letter

3703 Bednar Prairie Hammesmouth, NM 82151

Dear Max Thiel,

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

In my previous role, I was responsible for oracle applications configuration, setup, and support expertise in the area of Oracle Cloud Benefits module.

Please consider my experience and qualifications for this position:

- Under pressure work tolerance
- High level of English language (written and spoken)
- Chat, phone, and email support experience
- Schedule flexibility - working weekends, days, or late evenings
- Experience with websites, website security, or tangential fields
- Keen attention to detail including proficiency in clear and understandable ticket documentation
- Knowledge of all Microsoft Desktop Products (Office, Word, Excel, Outlook, SharePoint) including current Windows OS, Client Networking, Linux, IOS
- Microsoft Certified Desktop Support Technician (MCDST) certification, preferred

Thank you in advance for reviewing my candidacy for this position.

Sincerely,

Tyler Okuneva