

Agent Support Cover Letter

23838 Tammi AlleyEast Wilber, IA 93283

Dear Lennon Spinka,

I would like to submit my application for the agent support opening. Please accept this letter and the attached resume.

Previously, I was responsible for frontline computer support for staff, faculty, video conference systems, and public workstations to ensure resolution of computer problems through help ticketing system.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Other skills are valued (Team management, ITIL, Project Management)
- Experience in Deposit Operations, Loan Operations, Banking Centers, and/or Client Care
- Strong communication skills to relate to and respond effectively with external and internal customers and represent Bank Support and Old National Bank in a professional manner
- Possess a basic knowledge of all areas of banking as it relates to Old National structure and processes
- Excellent time management skills to support deadlines
- Spanish fluency is strongly preferred
- Strong written and verbal skills with English and Spanish
- Experience providing functional support with excellent verbal and written (email) communications, as appropriate

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,

Sawyer Poulos