# Analyst, Application Support Cover Letter

59407 Jerome GreensTowneshire, AZ 25140-8809

**Dear Royal Lehner,**

I submit this application to express my sincere interest in the analyst, application support position.

Previously, I was responsible for support in the testing of bugs and functional changes to application systems and participate in training (on and offsite).

Please consider my qualifications and experience:

- Resolving logged IT incidents in order to restore service as quickly as possible using application specific technical knowledge
- Management of major incidents via conference call, email and instant messaging systems
- Server maintenance, monitoring, health checks, restarts, and BAU operational work
- Provide real-time server support to the daily Market on Close process participating on the associated conference call
- Any knowledge of Sonic, IBM WebSphere, Lotus Domino
- Familiar with monitoring systems (Nagios/Naemon preferred)
- Financial Instant messaging systems (Skype, Lync, Eikon, ICE Chat)
- Any knowledge of scripting languages (JScript and JavaScript DOS, VBScript, Pearl, Python, Powershell or shell script) preferred

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

Sincerely,

Cameron Hessel