

Analyst, Application Support Cover Letter

80267 Melvin RowNew Joyview, CT 58300-0046

Dear Rowan Ebert,

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

In my previous role, I was responsible for support for the Marketing Systems applications landscape and participate in cross-functional activities across supporting IT departments and work with business stakeholders.

Please consider my qualifications and experience:

- Skilled in analyzing, researching, understanding and resolving complex issues
- Experience in understanding bespoke applications in complex environments to resolve technical issues/problems
- Experience in performing changes to Production environments
- Provide timely operational support for specific applications, including rostered after-hours on-call support for production systems
- Familiar with ITIL methodology – particularly around Incident, Problem and Change Management
- Demonstrating a genuine commitment to continuous improvement
- Experience with Splunk, AWS, & PCI environments, a bonus
- SQL scripting preferable

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

Sincerely,

Frankie Williamson