

# **Analyst, Support Cover Letter**

3038 Hahn GreensWest Burtborough, AR 43265

**Dear Emerson Bogisich,**

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

Previously, I was responsible for customer service and operations leadership with regards to all facets of customer contact and technical analysis.

My experience is an excellent fit for the list of requirements in this job:

- Experience using/troubleshooting web-related technologies
- Experience in technical support for Business Support Systems (BSS)
- Recent post-graduating experience in a face to face environment IT Help desk or similar environment
- Hardware certification such as A+ or equivalent an advantage
- Microsoft certification(s) such as MCSE or MCP an advantage
- Broad technology knowledge (HP-UX, LINUX, WINTEL, VMWARE, SAN, Networking (LAN/WAN/Wireless), Security, Databases, End User Productivity Applications)
- Previous experience in providing similar support in large complex organizations preferred
- Service Now ticketing tool

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

Sincerely,

Corey Muller