

# Analyst, Support Cover Letter

794 Annalisa Walk  
Lake Maragaret, TN 88559-9149

**Dear Dylan Wilderman,**

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

In my previous role, I was responsible for direction and assistance to other departmental staff regarding various reporting requirements, policies, and control procedures.

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:

- Experience supporting LANs, servers and desktops remotely
- Networking and troubleshooting connectivity, database, and performance based issues with OS and/or hardware
- Experience with eclipse or system equivalent
- Customer facing/customer support role – ideally over the telephone in helpdesk environment
- Assessment of Government Tax or Project Management experience or knowledge preferred
- Salesforce.Com or Microsoft CRM experience preferred
- This role has great influence on customer satisfaction, providing professional and courteous customer service
- Provides inquiry resolution ensuring that all the necessary action is taken to resolve a customer's inquiry

**Thank you for taking your time to review my application.**

Sincerely,

Justice O'Kon