

# Customer Care Support Cover Letter

3681 Jenkins HighwayDonnellybury, MS 34687

**Dear Casey Gibson,**

In response to your job posting for customer care support, I am including this letter and my resume for your review.

Previously, I was responsible for feedback to Visier product, development and mid-market solution teams to improve our on-boarding processes and workflows.

Please consider my qualifications and experience:

- Backup and Replication Tools
- Email (Understand SMTP fundamentals and troubleshooting)
- Log Analysis and
- Good knowledge of relational databases (SQL / Oracle), should be able to write SQL & understand stored procedures
- Excellent grasp of Data Warehousing & Data Mining concepts
- Should be familiar with data mapping activities from an external source to underlying data base
- A strong understanding of the basic market data functions & services used for pricing, analytics, charting, news & commentary within the industry
- Prior exposure to operations, product management is preferred

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

Sincerely,

Avery Connelly