

# Customer Care Support Cover Letter

115 Wilhelmina HillPort Johnbury, DE 91040-2380

**Dear Stevie Lockman,**

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

In my previous role, I was responsible for assistance to internal and external customers in areas such as product order fulfilment processes, customer service requests such as and-to-end order status, product changes.

Please consider my qualifications and experience:

- Experience troubleshooting a client's technical issues is preferred
- Basic knowledge of ITIL (More emphasis on Incident, Problem and Change Management)
- Good Knowledge on Third Party Server Monitoring, Antivirus
- Disaster Recovery Tests (Plan / Approve / Execute / Status)
- Server Software (3rd Party, Uptime, PostGreSQL, Licensing)
- SSO – Single Sign On, SAML
- Site or Portal(Creation / Shutdown / Maintenance)
- Basic Knowledge on VMware Technology

**Thank you for your time and consideration.**

Sincerely,

Haven Osinski