

Customer Support Administrator Cover Letter

859 Nicolas ValleyLake Felicitas, AL 83065

Dear Story Tillman,

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

Previously, I was responsible for end-user support, resolving technical issues and provides technical assistance for all Operating Systems (Windows Server 2012R2, Windows 10, RHEL 6-7, VxWorks etc.).

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

- Internal customer orders for EMEA sales team for contract requests, service changes and or commercial amendments
- Coordination and completion of customer order documentation in accordance with customer and regulatory requirements including Workbooks
- Coordination of export policies and procedure compliance including license applications, proper export classification on the sales order and customer denied parties screening
- Maintain the customer service order database to ensure all relevant orders are captured and monitored accordingly including but not limited to price changes, new customers
- Monthly coordinate with business operations department to review all customer orders and customer invoices, credit & debit requests
- Customer Portal Administration and troubleshooting
- Monthly reporting for internal distribution on revenue streams and addressable market
- Initial point of contact for Customer, Volvo Penta Center & Dealer service related admin support

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

Sincerely,