

Customer Support Associate Cover Letter

6316 Abe Pass South Harriettestad, NM 98267

Dear Max Wilkinson,

Please consider me for the customer support associate opportunity. I am including my resume that lists my qualifications and experience.

Previously, I was responsible for user centered design support for a wide range of products and technologies, including intranet sites and applications, integration with cloud services, mobile interfaces, voice interfaces, and even physical office spaces and AI solutions.

Please consider my experience and qualifications for this position:

- Identify and respond to customer inquiries via email, telephone and website
- Actively participate in the ongoing assessment of customer support processes and incorporate approved improvements
- Manage and maintain customer or product specific processes such as FAQs ,etc
- Assist Level 2 & Level 3 with downstream development and support
- Bilingual with fluent English (at least CEFR C1 level) and one additional language (Italian, French or German)
- Expert level knowledge of Unix-flavoured operating systems and its components
- Desirable to have exposure to storage arrays like NetApp, HDS
- A willingness to learn new processes and procedures

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

Sincerely,

Landry Braun