

Engineer, Technical Support Cover Letter

533 Stark RapidEast Evelynfurt, CO 19064-8666

Dear Skyler Franecki,

I submit this application to express my sincere interest in the engineer, technical support position.

In the previous role, I was responsible for level one troubleshooting and resolution to product database issues related to Audatex and Solera software including resolving errors in the application by using SQL code, database manipulation, and database rebuilds in accordance with Service Level Standards (SLS).

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

- Basic understanding of various types of AJB and Support documentation
General knowledge of various types of AJB and Support documentation
- Proficient in maintaining Support documentation and Customer Information Repository (CIR)
- Knowledge of the RTS environment including Authorization, CSM, RPM, and Settlement
- Basic understanding of Dataflow, Eventlog, Reconciliation, and PetroLane Work to resolution with consultation from Senior Analyst
- College graduate / Engineering course – Electrical Engineering and passed the board examination (preferred)
- Understands the basic information about electrical
- A passion for social media or web-based software
- Fluent English & ideally a native-level 2nd language

I really appreciate you taking the time to review my application for the position of engineer, technical support.

Sincerely,

Justice Hyatt