

Information Technician Cover Letter

126 Erdman RadialGregoryhaven, WY 06533-3864

Dear Justice Hammes,

In response to your job posting for information technician, I am including this letter and my resume for your review.

Previously, I was responsible for leadership on threat protection in technical and seller communities within Microsoft and among key partners to help educate them on security offerings, positioning, and joint selling strategies.

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

- Assist users with application and operating system problems and resolve their computing requirements in a timely manner
- Accurately log all client requests in the Service Desk ticketing system
- In line with SLA's, diagnose and resolve client issues related to hardware, telephone, printers, software etc including upgrades
- Leading by example, champion a customer service culture within the team
- Driven to continually identify opportunities to improve service delivery
- Understanding of providing support in a multi-cultural environment
- Presenting ideas for improvement or innovation to management supported by relevant research
- Experience troubleshooting and repairing computers and handling ESD sensitive equipment

Thank you for taking your time to review my application.

Sincerely,

Skyler Gleason