

Service Support Cover Letter

65634 Kutch FordsAntionemouth, MS 18798

Dear Robin Donnelly,

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

Previously, I was responsible for leadership to the solution GEO leads in resolving process and operation issues that impact customer support.

Please consider my qualifications and experience:

- Strong planning, prioritization, organization, and delegation skills
- Experience with a trouble ticket system, entering tickets, distributing tickets to Level 2 and 3 support personnel, and updating tickets until resolved
- Basic Windows Operating System configurations, including domain registration, basic networking configurations, printer configuration, network drive mapping
- Available for travel as needed, sometimes with short notice
- Ddesktop Windows Operation Systems (XP, Win7) and Mac OS
- Data, Data Networking, Telephony and voice transmission concepts
- Strong working knowledge of brokerage industry
- Prefer experience with Salesforce and Genesis

Thank you for taking your time to review my application.

Sincerely,

Gray Hamill