

Services Administrator Cover Letter

499 Ferry NeckNorth Mason, NC 59288-3502

Dear Landry Kohler,

I submit this application to express my sincere interest in the services administrator position.

In my previous role, I was responsible for leadership to peers, management, and customers in relation to data engineering principles, technologies, methods and best practices across a broad spectrum of data engineering disciplines.

Please consider my qualifications and experience:

- Writes programs and queries to create management reports, design and modify existing databases and applications
- Provides technical support by troubleshooting and/or coordinating the resolution of system, hardware and software problems
- Coordinates projects related to the development and maintenance of a department's information technology systems (e.g., Intranet applications, data, telecommunications, audio/video services, office relocations)
- Serves as a liaison to the City's centralized IT department and vendors on system installation and modification projects
- Advanced technical experience implementing enterprise services and providing technical support in an enterprise computing environment
- Extensive experience providing operational and technical support and testing expertise of VoIP and video technologies including current & relevant Cisco Systems Unified Communication suite of products and related systems
- Extensive experience troubleshooting highly technical issues in desktop, voice and networking services
- Extensive experience in writing detailed and complex technical documentation, such as operating procedures, run-books and support procedures

Thank you in advance for taking the time to read my cover letter and to review my resume.

