

# Support Center Representative Cover Letter

78158 Spencer RadialVandervortberg, WI 17783-5117

**Dear Riley Berge,**

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

In the previous role, I was responsible for end-user support in the installation, configuration, troubleshooting and maintenance of all technologies located within assigned office/jobsite or region including, but not limited to laptop and desktop computers, network servers, printers, cell phones, multi-function products, and peripherals; Microsoft operating systems and applications and basic network devices including switches and hubs.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Jack Henry Silverlake or 20/20 software experience and a Microsoft technical certificate
- Experience with Cisco routers/firewalls
- Experience supporting customers via phone, email, chat or in person
- Strong knowledge of endpoint computing devices
- Able to prioritize cases and resolve time-sensitive issues
- Able to understand and convey terms and concepts related to technical support
- Minimum of 18 months experience in IT Support
- Good knowledge of endpoint computing devices

**Thank you for taking your time to review my application.**

Sincerely,

Blake Schmitt