

Support Center Representative Cover Letter

4487 Medhurst NeckClementefurt, VA 11381

Dear Charlie Rolfson,

In response to your job posting for support center representative, I am including this letter and my resume for your review.

Previously, I was responsible for technical support, troubleshooting, and repair for SOM Departments; includes desktop computing, research based computing, mobile devices, virtualization and endpoint management for Windows/Mac based hardware/software systems in a networked environment.

Please consider my experience and qualifications for this position:

- Jack Henry Silverlake or 20/20 software experience
- Microsoft technical certificate
- Preferred working knowledge of VPN connectivity with TCP/IP
- Preferred experience with Cisco routers/firewalls
- Knowledge of office procedures and Company policies
- Knowledge of the cable industry - products and services
- Basic knowledge of endpoint computing devices
- Experience in providing customer service over the phone

Thank you in advance for reviewing my candidacy for this position.

Sincerely,

Zion Wilderman