

# System Support Analyst Cover Letter

810 Leonard Circle North Tyler, IA 47556-7686

**Dear Casey Russel,**

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

In the previous role, I was responsible for technology and Operations partners with business insight to reproduce complex business models and formulaic methodologies with automated solutions.

Please consider my experience and qualifications for this position:

- Supporting web application built using open source stack
- Expert level understanding of travel agency operating environment including customer service, booking, reconciliation, accounting, and systems integration
- In depth knowledge of Amadeus and Sabre formats and web services
- High level of expertise with Amadeus, Global Max accounting system
- Administrator knowledge of eTravel, Concur, or other automated expense and travel booking systems
- Expert level knowledge of travel agency accounting
- Expert level knowledge of Microsoft Word, Excel, and PowerPoint
- Very good understanding of the ITIL and LEAN-IT processes

**Thank you for your time and consideration.**

Sincerely,

Hayden Wuckert