

# Team Services Cover Letter

958 Rempel ForkMarksland, ME 08053

**Dear Tatum Herman,**

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

In my previous role, I was responsible for system administration and oversight with the Help Desk ticketing system, print servers, print management consoles, and software licensing servers.

Please consider my experience and qualifications for this position:

- Understanding of the workings of a Service Desk and ITIL aligned processes
- Experience of the processes used within a Project Management team or function is desirable
- Proven customer service/communication skills
- Basic knowledge of Mortgage terms (preferred)
- Property Management, Construction, REO and/or Property Insurance experience (preferred)
- Mortgage Servicing, Default Servicing, Portfolio Management, National Real Estate management, and/or Pre-Foreclosure knowledge/experience (preferred)
- Contract administration, scope of work/service line agreement compliance (preferred)
- Strong project management, planning, communication, and problem solving skills

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

Sincerely,

Emery Medhurst