

Tech Support Analyst Cover Letter

7097 Padberg DamFerryside, MO 62175-4851

Dear Phoenix Sawayn,

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

In the previous role, I was responsible for hands-on interactions as needed for projects or maintenance, of routine to complex desktop hardware tasks when unable to resolve through remote control tools.

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:

- Support architecting new telecom system(under guidance of telecom architect)
- Laptop and Desktop Break/Fix experience
- Apple Certified Macintosh Technician
- CompTIA A+ certified (or equivalent)
- Caper/Jamff experience
- Able to configure Casper, and deploy packaged applications in a corporate environment
- Active Directory Group Policy knowledge based on Health System standards
- Apple Certified Macintosh Technician (ACMT) or higher

Thank you for taking your time to review my application.

Sincerely,

Haven Kihn