

Technical Services Specialist Cover Letter

3372 Winford Junction Lorinachester, AL 17912-7340

Dear Rory Stiedemann,

I am excited to be applying for the position of technical services specialist. Please accept this letter and the attached resume as my interest in this position.

In the previous role, I was responsible for phase I and Phase II training in both languages for FF, HCAMs and Oncology teams as well as ad-hoc training for new hires.

Please consider my qualifications and experience:

- Drive the global DS vision in the region for all technical support issues to be routed to CS Technical Support Team
- Provide front line response for customer post sales technical issues resolution, and case management per DS tech support policy
- Basic understanding of commonly used network protocols (TCP/IP, SMTP, SNMP)
- Demonstrate proficient experience operating a personal computer and mobile devices
- Knowledge of combustion characteristics
- Knowledge of Western European languages (Spanish, Portuguese, Italian, German or Slavic language)
- Training/experience with installation and maintenance programs for Gas Turbine & Generator sets and all related auxiliary equipment
- Good exposure on constructing large & complex services deals like SLA based Managed Services model, Outcome based models, Software as a Service (XaaS) models

Thank you for considering me to become a member of your team.

Sincerely,

Ari McGlynn