

Technical Support Engineer Cover Letter

813 Gale Grove Macyhaven, SD 53286-4757

Dear Onyx Rowe,

I submit this application to express my sincere interest in the technical support engineer position.

In the previous role, I was responsible for operational support in a multi-platform environment (Windows, UNIX, Axway applications) by executing and validating all scheduled and ad hoc events and procedures, including transaction recording, file upload/download verification, event monitoring, network monitoring, timely escalations, etc.

Please consider my experience and qualifications for this position:

- Experience working in a software support role
- Experience supporting mobile platforms in an enterprise environment
- Understanding of Web Services and XML
- Fundamental technical understanding and motivation to learn new technologies
- Net is preferred
- Excellent interpersonal communication and customer service skills are needed in order to work successfully with customers in high stress and/or ambiguous situations
- Strong interpersonal communication and customer service skills are needed in order to work successfully with customers in high stress and/or ambiguous situations
- Provides second/third level technical support for Routing Protocols technologies to the client's customers, partners, account teams, and other Technical Assistance Center engineers

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

Sincerely,