Technical Support Executive Cover Letter

58767 Yost ValleysSouth Charleymouth, MN 64618-3410

Dear Phoenix Littel,

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

In my previous role, I was responsible for best practice guidance relating to our APIs, security protocols governing both browser-based and server-to-server communications, thereby minimizing the risk of potential threats to a merchant's integration of CyberSource's products and services.

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:

- Strong Technical skills preferred
- Troubleshooting end user compute technology for our users, this could be Windows, OSX, Mobile (iOS, Android, Windows Phone) or other services
- Project and product support
- Technology delivery and user training
- On-going support and management of local IT provision
- Strong knowledsge of Windows operating systems, particularly W7
- Demonstrable knowledge of core Windows desktop products, like Microsoft Office, Lync/skype video and voice conferencing and Internet Explorer
- Cloud computing product knowledge or exposure to technology like Office 365 would be ideal

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

Sincerely,

Onyx Kuvalis