

# Technical Support Representative Cover Letter

875 Cormier FieldNorth Jeantown, IL 38138

**Dear Emerson Goyette,**

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

In my previous role, I was responsible for comprehensive diagnostic, root cause and troubleshooting support and accurate problem resolution on hardware and software issues.

Please consider my qualifications and experience:

- Knowledge in configuration and troubleshooting OSX, Windows 10/8/Windows 7/Vista/XP, and mobile platforms (iPhone & Android)
- Troubleshoot network environments to include working with various, firewalls, routers, custom product configurations
- Understanding of various Internet protocols (ie
- Experience in a fast-paced help Level 2 or Level 3 support environment
- Demonstrated effective written communication skills including business writing, grammar, punctuation in order to correspond with customers via letter, email and webchat
- A background in Personal or Commercial Lines is preferred
- Experience with FAR Part 145 repair station requirements
- Strong technical knowledge of avionics systems

**Thank you in advance for taking the time to read my cover letter and to review my resume.**

Sincerely,

Armani Leannon