

Technical Support Representative Cover Letter

4519 Hans HavenMiltonfort, IA 97080

Dear Onyx Schuster,

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 the previous role, I was responsible for guidance and assistance to resolve complex customer relations problems regarding hardware or software complaints, policies or procedures.

Please consider my qualifications and experience:

- Knowledge of servers, domains, Active Directory, network security and SQL
- Server-side support for Outlook
- Good knowledge of the Windows Registry
- Experience with distribution and/or business to business operating environment preferred
- Provide effective customer service by using soft skills and troubleshooting skills to resolve client issues and requests
- Fields a high-volume of incoming client calls/emails on a variety of technical and non-technical inquiries daily
- Thoroughly document each client interaction in ticketing system
- Working knowledge of AutoCAD® and/or Revit® experience preferred

Thank you for taking your time to review my application.

Sincerely,

Drew Brakus