

Technical Support Representative Cover Letter

1444 Abernathy Lodge South Dylan, MS 93769-8037

Dear Skyler Cronin,

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

In the previous role, I was responsible for tier I and II technical software, hardware and network problem resolution for clients by performing problem diagnosis and guiding users through step-by-step solutions.

Please consider my qualifications and experience:

- Experience with VoIP phone systems is preferred
- Meet or exceed key performance metrics ASA, AHT, Quality, etc
- Experience with Network access
- Web browser, Client portal, VCC telecom, and CRM experience
- Has utilized a ticketing system
- Relevant industry certifications preferred or equivalent industry experience preferred
- Pass a smart phone technical assessment
- A+, Network+ or MCP certification preferred

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

Sincerely,

Lennon Fritsch