

Technical Support Cover Letter

2811 Trantow InletLemuelfurt, TN 12631

Dear Morgan Casper,

In response to your job posting for technical support, I am including this letter and my resume for your review.

In my previous role, I was responsible for 1st, 2nd and 3rd level support/troubleshooting to all Investment staff for their hardware and software needs (PCs, Printers, Standard Applications, Telecom, Video Conference, Active directory, Blackberry / GOOD Technology, Desktop admin).

Please consider my experience and qualifications for this position:

- Possess knowledge of computer and mobile operating systems
- Have a positive attitude with customers
- Minimum 6 months of experience in Technical Support or equivalent experience
- Preserve and grow knowledge of help desk procedures, products and services
- Expert level knowledge of current Windows Client based Operating Systems
- Adhere to established operations standards and procedures and recommends appropriate modifications and process improvements
- Learning new products and technologies
- Remotely monitor client site devices and comms status to proactively resolve issues or implement preventative measures

I really appreciate you taking the time to review my application for the position of technical support.

Sincerely,

Parker Rowe