

Technical Support Cover Letter

746 Spinka VistaSouth Breana, KY 96546

Dear Emery Lindgren,

I submit this application to express my sincere interest in the technical support position.

Previously, I was responsible for phone, email and in-person customer support to users in the areas of email, standard Windows desktop applications and customized applications developed for/by the NLM staff.

Please consider my experience and qualifications for this position:

- Solid knowledge of industrial automation and controls (Allen-Bradley mandatory, Siemens preferred), Human Machine Interfaces (HMI) and electrical schematics
- SAP Business Systems experience is appreciated
- High-energy, self-motivated and flexible
- Experience in MS Windows 7/10, Apple products, mobile technologies, Microsoft Office suites, client software administration, and network troubleshooting
- Hands-on and working knowledge of wireless networks, client hardware, firmware and peripherals
- Inside or outside industrial product sales experience
- Experience in electrical installation methods, practices, and applicable local and national electrical codes
- Any Help Desk experience

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

Sincerely,

Shiloh Friesen