Technical Support Cover Letter

445 Ka LandingWest Antoniaburgh, AK 81598-2228

Dear Sam Metz,

I would like to submit my application for the technical support opening. Please accept this letter and the attached resume.

In the previous role, I was responsible for phone, remote, and desk-side technical support to users in the areas of e-mail, directories, standard Windows desktop applications, and network connectivity.

Please consider my qualifications and experience:

- Proficiency supporting network based technologies
- Able to troubleshot computer software/hardware issues over the phone
- Product training, Industry Training
- Ad-hoc trainings offered such as Customer Care, PFT objectives training, Troubleshooting
- A rudimentary knowledge of PowerShell is preferred
- Knowledge of jetstack or Printhead Mfg processes and procedures used
- Experience and knowledge of Voice over IP systems and configurations
- Knowledge of voice services including vertical feature sets, multi-line configuration and voicemail services

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

Sincerely,

Brooklyn Schneider