

Telecommunications Cover Letter

16118 Berge Roads Jewellport, NH 72086-2191

Dear Brooklyn Hackett,

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

In my previous role, I was responsible for transport network infrastructure planning and design solutions on all network issues supporting USACE.

Please consider my experience and qualifications for this position:

- Experience with Avaya or Lucent systems is preferred
- Completing IT requests for new phone service
- Assigning director numbers for corporate users
- Creating voicemail accounts
- Deploying and supporting hardware devices/software client
- Providing Tier 1-2 support for over 1200 teleworkers
- Deploying and supporting IM and Presence, including Jabber and Lync
- Determining basic telephony problems and providing resolutions or escalating to appropriate GIS group

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

Sincerely,

Gray Conn