

Windows Support Cover Letter

25425 Lino PineNorth Brunoshire, VT 75831-9101

Dear Reese Bashirian,

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

Previously, I was responsible for the first level of support to resolve incidents involving infrastructure and client technology, including but not limited to client hardware/software, printers, and network components.

My experience is an excellent fit for the list of requirements in this job:

- Be on-call for customer issues/escalations
- Experience with at least one configuration management system such as Chef, Puppet, Ansible, Powershell DSC, or Salt
- Experience working in a fast paced, highly dynamic environment
- Experienced in writing technical documentation
- Proficiency with PowerShell, .NET, Node.js, Python, PHP, Java, Ruby, and Go
- Scripting via Powershell
- Willingness to participate in off hours, on-call and shift work
- Ask employees targeted questions to quickly understand the root of the problem and talk through a series of actions, either via phone or email until the technical issue has been resolved

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

Sincerely,

Emerson Predovic