

123 3rd Place, Apt. 4
Brooklyn, New York 11231
February 19, 2019

John Gayeski, Managing Member
Somerset Technology Group
550 Broad St # 804
Newark, NJ 07102

Dear Mr. Gayeski,

I am applying for the position of Technical Support Engineer/Help Desk Manager advertised on Monster.com. I believe that my work experience, educational background, and commitment to helping others use computer technology would make me a valuable contributor to the work that you do at Somerset Technology Group.

My 10 years of work experience at Mindspring Internet gives me a practical knowledge of a range of Windows-based operating systems and server-side applications. I worked with a team of support members, who collaborated on solving difficult client problems and supported one another's on-going technical training through workshops and technical tools, such as the web-based virtual applications that I built for our team and share on my professional blog (my-professional-blog.com). These gave team members visual cues of the client-side operating systems and applications they were supporting over the phone and by email. While I do not have an MCSE certification, I believe that my experience and technical support tools demonstrate my technical know-how and professionalization in the IT field.

While working full-time at Mindspring, I completed a B.S. in Professional and Technical Communication degree at the New York City College of Technology, a senior college within the City University of New York. This program empowered me to specialize in Computer Information Systems while developing a stronger communication and collaboration skillset. I developed heuristics for managing time, resources, and people by taking leadership on several major projects, including one in which I led a team of four peers to write a report on the public-facing Wi-Fi authentication system, create brochures to help students connect their digital devices to the network, and deliver a presentation to campus stakeholders about how to improve access for students. These communication skills combined with my past technical work experience would enable me to manage the Help Desk team and create a set of training materials and modules for new hires.

From when I was a leader in the Boy Scouts and teaching my grandfather how to get online and send an email to now when I help others use Internet technology in the workplace and in non-profit groups like the Science Fiction Research Association, I enjoy working with others and taking the lead to support the goals of my organization. I would like to carry on helping others—clients and co-workers—by joining the team at Somerset Technology Group.

If you have any questions, please contact me by phone at (404) 555-1234 or by email at george.p.burdell@university.edu. I would of course be very happy to meet you at your convenience for an interview. I thank you for your consideration and look forward to hearing from you soon.

Sincerely,



George P. Burdell

Enclosure: Résumé