

**Kasey Hawks**  
4979 55<sup>th</sup> LN SE, Lacey WA 98503  
(727) 430-5091 – [kashawks1@gmail.com](mailto:kashawks1@gmail.com)

To whom it may concern,

My name is Kasey Hawks and I'm writing to express interest in the helpdesk technician position at MKS2 Technologies.

- Through my retail experience, I have developed a focus on interpersonal relations and communication skills, which allows me to clearly and effectively communicate with end users. I have volunteer experience creating and deploying Windows images and supporting desktop workstations under a technical lead. In addition, I studied for and received the CompTIA A+ certification, however it expired while pursuing other academic goals. In my current position as an aircraft servicer, I have maintained a strict attention to detail while complying with my company's procedures and technical orders.

Thank you for your time and consideration. To schedule an interview, please contact me by phone at 727-430-5091 or at [kashawks1@gmail.com](mailto:kashawks1@gmail.com)

A handwritten signature in black ink that reads "Kasey Hawks". The signature is written in a cursive, flowing style with a large, stylized 'K' and 'H'.

## **Kasey Hawks**

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### **Education**

#### **Countryside High School - Safety Harbor FL**

2011 -2015 | Graduated

- Participated in Center for Computer Technology Program
- A+ certified in 2012 through information technology course

#### **Continuing Education through Google Coursera**

- Completed Google Coursera Technical Support Fundamentals 9/20

### **Professional Experience**

#### **Empire Aircraft Servicing Incorporated**

Aircraft Servicer | September 2017 - Present

- Responsible for cleaning gears of aircraft, maintaining a strict attention to detail.
- Work closely with teammates to wash and tow aircraft efficiently, safely and in accordance with company policy and government regulation.

#### **Wild Fields Marketplace**

Meat, Seafood, and Deli Associate | July 2016 - June 2017

- Provided excellent customer service by ensuring all customers were helped.
- Prepared meats, seafood, and deli items to customers' orders and ensured satisfaction.

#### **Winn-Dixie**

Seafood Associate | August 2015 - July 2016

- Prepared seafood showcase before store opening and stocked meat and seafood departments throughout the day.
- Maintained accurate records of expiration dates for perishable merchandise.

### **Volunteer Experience**

#### **Safety Harbor Neighborhood Family Center**

Volunteer - August 2014 - October 2014

- Assisted their network administrator with IT responsibilities such as:
  - Deployed and configured a centralized file server for office staff.
  - Loaded Windows 7 OS images onto desktop workstations and provided support for hardware and software issues.