To Whom it May Concern,

I am excited by the opportunity to learn more regarding the position being offered by your company, and to see if I can provide you what you are seeking!

My background has included a myriad of experience with many varieties of technology. I have worked both back end work and customer facing work regarding the IT industry. Before my time in the IT industry with Express Technologies Incorporated and Dell/ NTT Data, my positions were largely autonomous and service based. I have helped open two store fronts and help manage their operation whilst employed by them, having to rely solely on myself being the only employee. I have also worked in a host of retail and food service positions which have helped to hone my customer service skills.

My position with Express Technologies Incorporated exposed me to a large range of electronics. My primary task with Express Technologies Incorporated was to refurbish, or harvest parts from, large quantities of computer systems from schools or business which had upgraded their labs and desktops. I developed a strong familiarity with computer hardware and its diagnosis and repair with Express Technologies Incorporated.

Working at a Honeywell Campus for Dell and subsequently NTT Data has developed my IT knowledge along with my interpersonal skills beyond where I would have imagined possible. I function as level 1 and level 2 tech support in addition to the being service center’s administrative assistant. The campus which the service center exists on is well populated and the service center can become easily inundated when new issues arise. I have learned how to conduct workflow not only for myself by my coworkers as well how to manage multiple panicked users along with stringent service level agreements.

My time at Dignity Health provided a unique experience in that I was part of a Windows 10 and Office 365 migration. Initially I was doing Windows 10 images and managing migrations through Microsoft Exchange Management, and helping users get fully integrated and setup up with the new operating software and cloud based mail. Due to my background and proficiency I was quickly moved to doing backfill work for one of the full time employees who was overseeing the migration with the contractors and quickly proved myself at adapting quickly to new IT environments.

While working for Tech Mahindra on their Aetna project I learned how to manage high call volumes in a high pressure fast paced environment. Tech Mahindra was taking over the Aetna IT services for another company and as part of that take over myself and my colleagues were tasked with creating a new knowledge base and documenting fixes and common problems as we experienced them as the environment was not only new to us, but Tech Mahindra as well.

Cognizant continued to expand on my experience with inbound call center work. The first project I worked on for Cognizant was for Pacific Life, much like my prior job we were taking over the desk as Pacific Life was outsourcing their IT to Cognizant. Again myself and my colleagues were tasked with creating a knowledge base and documenting scenarios, and I was specialized and put in a team responsible for user account management. The second project I worked on for Cognizant came shortly after pandemic responses were made by Cognizant. In a great effort to accommodate their workforce to work from home, I was moved to the Global Service Desk and began doing internal support for Cognizant.

I am person who prides themselves on their ingenuity and efficiency, and I have a deep love for new and daunting challenges. I would be ecstatic to be able to find solutions for you and your users!

Sincerely,

Brandon Maynard