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Dear Hiring Manager,

I know everyone loves taxes. Some people love taxes so much that they are willing to wait upwards of forty-five minutes to speak to someone for twenty minutes. If they were really lucky they would get to talk taxes for an hour or more. Before becoming a software engineer, I was fortunate enough to be on the receiving end of these phone calls.

As a collection representative, I was tasked with discussing and resolving balance-due issues with individuals and business owners. Most days were filled with routine calls. Occasionally I would face new problems. Sometimes I could easily do a quick search and resolve the issue. Other times I had to go straight to the Internal Revenue Manual. Although it could take upwards of thirty minutes, callers were mainly patient and were relieved once they received an appropriate resolution. During team meetings, I would share the information I found as we were always encouraged to do.

Although talking about taxes was more fun than one person could handle, nothing compares to the satisfaction of finally finding a resolution to your problem buried deep in the documentation. I agree that when things go as planned life is just easier but facing a problem and struggling to find an answer is where growth happens, both individually and as a team. Coming into tech I found this also holds true. Yes, there are those moments where you are going along following the same patterns, setting up files, components, and coding but then you find a bug or find there is a sea of endless red lines in the console. It could be a missing curly brace or the situation may require a trip to the docs. Those trips to the docs help us solve the actual problems and they also serve as a reminder that we are capable of finding those solutions.

I would like to talk more about how I could contribute to your mission. If you would like to get in contact with me I am available Monday through Friday, 4 - 7 pm CST. We can talk about missing curly braces but please, no taxes. I'll leave that to the professionals.

Kind regards,

Crystal Redmon