



Anthony Franco

Cover Letter

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Dear Hiring Committee,

I am writing to express my interest in the Information Technology Analyst Trainee position with the State of Connecticut. As a recent technical high school student focused on Information Technology and Computer Systems, I have built a strong foundation in computer support, networking, and end-user assistance, and I am eager to bring my skills into a structured developmental role.

During my time as a Freelance Computer Technician, I have independently diagnosed and repaired a wide range of hardware and software issues, gaining valuable hands-on experience across Windows and Linux systems. My role at Middletown Toyota has further enhanced my ability to troubleshoot technical

issues, coordinate technology implementations, and support staff across multiple departments. My work ethic and customer service skills were also strengthened during my time at Marshalls, where I led front-end operations and resolved customer concerns with professionalism.

I am confident that my technical proficiency, problem-solving abilities, and enthusiasm for technology will make me a valuable addition to your team. I am excited by the opportunity to grow professionally and contribute to the mission of the State of Connecticut. I would welcome the opportunity to further discuss how I can support your IT operations and learn from your experienced team.

Thank you for your time and consideration. I look forward to the opportunity to speak with you.

Sincerely,
Anthony Franco

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Summary

Recent technical high school student with hands-on experience in computer systems, networking, and customer service. Proficient in troubleshooting, IT operations, and support. Seeking to leverage my skills in a developmental role as an Information Technology Analyst Trainee with the State of Connecticut.

Relevant Experience

Freelance Computer Technician

Self-Employed | 2021 – Present

- Diagnose and repair hardware/software issues on desktops, laptops, and other devices.
- Perform system upgrades, software installations, and maintenance.
- Provide user training and remote technical support for Windows, macOS, and Linux systems.
- Assist with basic networking tasks, including router setups and connectivity troubleshooting.

Front-End Coordinator / CEC

Marshalls | June 2023 – April 2024

- Managed front-end operations, team leadership, and customer service.
- Oversaw financial accuracy, register balancing, and implemented efficient workflows.
- Handled customer escalations and provided solutions to maintain service standards.

IT Analyst / Delivery Coordinator

Middletown Toyota | April 2024 – Present

- Support IT operations and resolve technical issues within the dealership.
- Coordinate new system implementations and assist staff with technology questions.
- Collaborate with sales and service teams to ensure smooth system functionality.

Education

Vinal Technical High School – Middletown, CT

Expected Graduation: 2025

Focus: Information Technology / Computer Systems

Technical Skills

- Proficient in Windows, macOS, and Linux environments
- Hardware/software troubleshooting and repair
- Experience with Microsoft Office Suite (Word, Excel, Teams, Outlook)
- Familiar with DHCP, DNS, and network troubleshooting
- Internet Protocol Subnetting and Addressing knowledge
- Knowledge of Cisco Network Switches and Access Points
- Exposure to Microsoft Visio for network diagramming
- Ability to create technical documentation and reports
- Strong logic, analytical, and problem-solving skills
- Excellent interpersonal communication and teamwork abilities
- Customer-focused with experience supporting end users

Certifications

- MO-100: Microsoft Word (Office 2019)
- MO-200: Microsoft Excel (Office 2019)
- MO-300: Microsoft PowerPoint (Office 2019)
- CompTIA A+ Core Series (220-1101 & 220-1102)
- TestOut PC Pro (PC Pro 220)

References

Available upon request