

JASON SCHRIVER

CONTACT INFORMATION:

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May 2nd, 2018

Mr. J. Tim Willis
Service Center Supervisor - Division of Information Technology
Eastern Washington University
102 Huston Hall
Cheney, WA 99004

Re: Information Technology Technician 1 Position (Req 201800000)

Dear Mr. Willis:

I have over five years of documented experience in the IT Industry, and several more of personal experience working with technology and customers. I am thrilled that this Help Desk Specialist position is available in your department so I can continue working on these skills. Currently I am an IT Professional Assistant at Eastern Washington University where my responsibilities include: responding to Help Desk requests for equipment repair with a notably fast response rate, usually responding to tickets just after they enter my queue; working with vendors online and by phone to coordinate repair services; and installing and configuring software via the remote support tool Bomgar. I'm always ready to jump on a task and make sure it is completed efficiently and correctly the first time.

In addition to this position, I am the Help Desk Student Lead at EWU. While working in this position, I have cultivated my management skills through the hiring, training and scheduling of as many as ten student employees, many of whom receive consistent positive customer service rankings from our clients.

I also possess certificates from the College Reading and Learning Association that show my proficiency in tutoring others; this skill is critical in the customer service industry I am able to bring complicated concepts down to an understandable level to help my clients understand the problems that are happening so that it may not happen in the future. In addition to these certifications, I am currently studying to take CompTIA's A+ exam.

I look forward to speaking to you soon!

Sincerely,



Jason Schriver