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Hiring Team
ICBC Standard Bank Plc
20 Gresham Street
London, EC2V 7JE
United Kingdom

Dear Hiring Team,

Application for Job: 1239990 - Application Support Analyst

I am writing to express my enthusiastic interest in the Application Support Analyst position, as advertised on indeed. Having closely followed ICBC's innovative work in financial services, technology, and business solutions, I am confident that my skills and experience align perfectly with your requirements.

My background includes extensive experience in software development and application support, most recently at Rosabon Financial Service. There, I honed my abilities in troubleshooting complex technical issues, collaborating with cross-functional teams to minimize downtime, and enhancing user experiences. Notably, I developed an AI-powered chatbot for their knowledge management system, resulting in a 15% increase in platform engagement. This demonstrates my proactive approach to leveraging technology to improve efficiency and user satisfaction, qualities I believe are highly valuable to TCG.

Prior to Rosabon, I held software engineering roles at Revo Energy Africa and Semicolon Africa, where I gained valuable experience in designing, developing, and maintaining web applications, ensuring code quality, and collaborating effectively with diverse teams. My experience at Enugu Electricity Distribution Company Plc. further broadened my skillset, exposing me to technical support, data analysis, and customer interaction within a large-scale operational environment.

My resume, attached for your review, details my technical proficiency across various programming languages, frameworks, and tools, including Java, Spring Boot, Python, AI/ML models like Google Gemini, and support ticketing systems. I am a highly motivated and results-oriented individual with a strong work ethic and a passion for continuous improvement. I am confident in my ability to quickly integrate into your team and contribute meaningfully to ICBC's success.

Thank you for your time and consideration. I look forward to the opportunity to discuss my qualifications further in an interview.

Sincerely,
Jeremiah O. Okoro