

Dear Peek Hiring Team,

Imagine seamlessly blending the precision of a Journeyman Electrician with the adeptness of a Sr. Field Underwriter, all wrapped in an IT enthusiast eager to elevate your Help Desk Support. That's me, Tyler Baxter, and I am thrilled to express my genuine interest in joining Peek as your next IT Helpdesk member.

In my current position as a Journeyman Electrician at IBEW LU 82, I have honed my technical skills and customer interactions, laying a strong foundation for troubleshooting and problem-solving, crucial aspects of the Help Desk Support role. My experience at Equis Financial has further developed my interpersonal skills, emphasizing effective communication and coordination, skills that align seamlessly with the user-facing responsibilities at Peek.

I bring a proven track record of adapting to fast-paced environments, as demonstrated by my work in the electrical industry. My proficiency in handling confidential matters and proprietary information, coupled with my meticulous attention to detail, ensures a secure and reliable approach to IT support.

Now, picture this blend of technical prowess and personal ingenuity channeling into Peek's dynamic environment. My background equips me with the adaptability to thrive in fast-paced settings, and my proactive approach to process improvement aligns seamlessly with Peek's commitment to innovation.

Eager to bring my problem-solving abilities, and dedication to customer satisfaction to Peek, I am excited about the opportunity to contribute to your team's success.

Thank you for considering my application—I look forward to the chance to discuss my qualifications further to Peek.

Sincerely,

Tyler Baxter

# Tyler Baxter

Lima, Ohio • +1 419-604-0768 • Ty.baxtr@gmail.com • www.linkedin.com/tybaxter12/

## Information Technology Support

Friendly, and dependable customer service professional with over 2 years of experience. Well versed in administrative duties, problem-solving, planning, and time management. Experienced with working in fast-paced environments and working directly with a diverse range of clients. Also, has knowledge in handling confidential matters and proprietary information.

## CERTIFICATIONS

### Life Insurance License

State of Ohio

Jan 2021 - May 2022

### Electrician

State of Ohio Apprenticeship Council

Apr 2016 - May 2021

## SKILLS & INTERESTS

**Technical Skills:** Customer Communication Management , Customer Service , Documentation , Hardware Knowledge , Microsoft 365 , Network Basics , Installation & Configuration , Technical Troubleshooting

**Soft Skills:** Adaptability , Attention to Detail , Dependability , Friendliness , Interpersonal Skills , Planning/Processing , Prioritization , Problem Solving , Time Management

**Hobbies:** Backpacking , Camping , Circuit Racing , Continuous Education , Drift Racing , Hiking , Video Game Development , Video Game Testing

**Personality Interests:** Computer Hardware Enthusiast , Meditation , Robotics , Technology Advancements , Traveling

## WORK EXPERIENCE

### Journeyman Electrician • Dayton, OH • Full-time

July 2023 - Present

*International Brotherhood of Electrical Workers LU 82*

- Licensed in the state of Ohio as a Journeyman Electrician
- Experience in Residential, Commercial, and Industrial electrician installations
- Reading schematics and laying out installations for employees. Received positive feedback and commendation from clients

### Sr. Field Underwriter • Lima, OH, USA

Jan 2022 - May 2023

*Equis Financial*

- Daily interpersonal people skills
- Schedule and coordinate meetings with clients daily
- Communicate with clients about their mortgage protection options
- Help clients complete and submit applications to carriers and follow through the underwriting process
- Service client future policy needs

### Journey Electrician • Lima, OH, USA

Apr 2016 - May

*2022International Brotherhood of Electrical Workers LU 32*

- Licensed in the state of Ohio as a Journeyman Electrician
- Experience in Residential, Commercial, and Industrial electrician installations
- Reading & Writing Schematics
- Proficient with the direct installation of wiring at construction and other sites

## EDUCATION

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### **Electrical in Journeyman Electrician**

NJATC - National Joint Apprenticeship Training Center • Lima, OH • GPA: 2nd in Class

**Apr 2016 - Apr 2022**

- Northwest Community College Curriculum Partnership
- State of Ohio Apprenticeship Council

### **High School Graduate in Basic Study**

Bath High school • Lima, OH

**Aug 2009 - May 2013**