

Dear Interactive Resources Hiring Team,

I am writing to express my enthusiastic interest in the Help Desk Specialist position at Interactive Resources - iR, as advertised on LinkedIn. With my solid foundation in computer basics, ongoing pursuit of Full Stack Developer skills, and a commitment to providing excellent customer service, I am confident in my ability to contribute effectively to your team.

In my 10+ years of computer knowledge gained through personal hobbies such as hardware installation, configuration, and a focus on privacy and security settings, I have developed a strong technical grasp. Currently studying to become a Full Stack Developer through programs like IBM Full Stack Developer Professional and CourseCareers Full Stack Developer, I am actively engaged in learning front-end development using HTML, CSS, and Javascript. This combination of skills positions me as a versatile candidate ready to tackle the challenges of the Help Desk Specialist role.

Key qualifications and attributes:

- **Technical Proficiency:** Over a decade of hands-on experience in computer repair, troubleshooting, and support, aligning with the technical requirements of the position.
- **Customer Service Excellence:** With over 2 years of experience in customer-centric roles, I have honed my ability to provide prompt and effective solutions to end-users.
- **Continuous Learning:** Actively pursuing a career as a Full Stack Developer, I am currently enrolled in the IBM Full Stack Developer Professional and CourseCareers Full Stack Developer courses, focusing on front-end development using HTML, CSS, and Javascript.

The prospect of joining the iR team excites me, and I believe my unique blend of technical skills and dedication to customer service aligns well with the responsibilities outlined for this position. My experience as a Journeyman Electrician has not only honed my technical abilities but also enhanced my problem-solving and analytical skills, making me adept at diagnosing and resolving basic technical issues. In my previous roles, I have demonstrated excellent communication skills, both written and verbal, ensuring effective collaboration with diverse teams and delivering top-notch customer service. My ability to work well under pressure and provide quick resolutions aligns with the fast-paced environment described in your job posting.

Enclosed is my resume, providing a comprehensive overview of my skills and experiences. I am excited about the opportunity to contribute to the success of Interactive Resources - iR and further develop my skills in a dynamic remote work environment.

Thank you for considering my application. I look forward to the possibility of discussing how my technical skills, adaptability, and customer service orientation can contribute to the success of your team.

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. Knowledgeable in handling confidential matters and proprietary information.

LICENSES/CERTIFICATIONS

Life Insurance License

Jan 2021 - May 2022

State of Ohio

Electrician

Apr 2016 - May 2021

State of Ohio Apprenticeship Council

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 Enthusias , 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

Licensed Life Insurance Sr. Field Underwriter • Lima, OH, USA

Apr 2021 - 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

Electrician • Lima, OH, USA

Apr 2016 – May 2021

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

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

Bath High school • Lima, OH