

Dear Hiring Manager,

I am writing to express my enthusiasm for the remote Help Desk position at Insight Global, as advertised on LinkedIn. As an adept computer enthusiast and seasoned Journeyman Electrician with over a decade of hands-on experience in computer assembly and configuration, I am eager to bring my unique blend of skills and dedication to your dynamic team.

Key strengths that I bring to this role include:

- **Technical Proficiency:** With a solid background in computer assembly and configuration, I have been working on computers and building them for over a decade. This hands-on experience has provided me with a deep understanding of various settings and configurations within Windows computers.
- **Customer Service Excellence:** Over 2 years of experience in customer-centric roles, where I honed my skills in troubleshooting, software, and hardware support.
- **Healthcare Setting Insight:** Previous roles in healthcare settings, providing valuable insights into the unique challenges and requirements of supporting end-users in this industry.
- **Ongoing Professional Development:** Actively pursuing further certifications, including IBM Full Stack Software Developer Professional and CourseCareers Full Stack Developer course aligning with my goal of providing top-tier support in an ever-evolving technical landscape.

In addition to these core strengths, I am actively working towards becoming a Full Stack Developer, currently engaged in online courses focused on front-end development. This dedication to continuous learning demonstrates my commitment to staying at the forefront of technology trends.

Enclosed is my resume, providing further details on my qualifications. I am excited about the opportunity to contribute to Insight Global's commitment to excellence in end-user support. My adaptability, technical acumen, and dedication make me a strong candidate for this position.

Thank you for considering my application. I look forward to the possibility of discussing how my skills and experiences, both in customer service and hands-on computer expertise, can contribute to the success of Insight Global.

Sincerely,

Tyler Baxter