

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

Tyler Baxter

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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 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

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

2022 International 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