

Dear Hiring Manager,

I am writing to express my interest in the Help Desk Specialist position at Luxoft, as seen on LinkedIn. With a strong background in Customer Service and Customer Service Support and over 10 years of hands-on computer experience, I believe I can bring valuable skills to your team.

In my current role as a Journeyman Electrician at International Brotherhood of Electrical Workers LU 82, I've gained experience in various technical environments, including residential, commercial, and industrial settings. My personal computer knowledge spans over a decade and includes hands-on experience with hardware installation, configuration, and a deep understanding of privacy and security settings.

Key strengths and experiences I bring to this role:

- **Technical Know-How:** Over 10 years of hands-on experience with computers, focusing on hardware installation and configuration.
- **Customer Service Skills:** With over 2 years of experience in customer support, I excel at providing prompt solutions to end-users.
- **Adaptability:** I have successfully worked in diverse technical environments, showcasing my ability to adapt quickly to new challenges.

Additionally, I am actively pursuing a career as a Full Stack Developer. Currently enrolled in the IBM Full Stack Developer Professional and CourseCareers Full Stack Developer courses, I am also learning front-end development using HTML, CSS, and Javascript. This commitment aligns with Luxoft's focus on innovation and technology advancement.

Enclosed is my resume for your review, providing further details on my qualifications. I am enthusiastic about the prospect of joining Luxoft as a Help Desk Specialist and contributing to the success of your team.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills, experiences, and commitment to continuous learning make me an ideal candidate for your team.

Sincerely,

Tyler Baxter

# Tyler Baxter

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## Information Technology Support

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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

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### Life Insurance License

Jan 2021 - May 2022

State of Ohio

### Electrician

Apr 2016 - May 2021

State of Ohio Apprenticeship Council

## SKILLS & INTERESTS

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**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

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### 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**

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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**

Bath High school • Lima, OH