

Dear Hiring Manager,

I am writing to express my sincere interest in the Help Desk Specialist position at Tree Top Staffing LLC, as advertised on LinkedIn. With a diverse background in electrical work and a strong foundation in customer service, I am eager to leverage my skills and enthusiasm for technology to contribute to your team.

In my recent role as a Journeyman Electrician, I developed a keen ability to troubleshoot, solve complex problems, and deliver exceptional service to clients. These experiences have equipped me with strong communication skills and the capacity to excel in dynamic, fast-paced environments.

Key strengths that I bring to this role include:

- **Technical Aptitude:** While my primary experience is in electrical work, I have a solid foundation in technical troubleshooting, hardware knowledge, and customer communication management.
- **Customer Service Excellence:** With over 2 years of experience in customer-centric roles, I am committed to exceeding customer expectations by providing timely and accurate resolutions.
- **Adaptability:** My experience in diverse work environments has cultivated adaptability, attention to detail, and a strong work ethic.

In addition to my professional experience, I am currently pursuing online courses in front-end development, working towards my goal of becoming a Full Stack Developer. I am dedicated to building a portfolio of projects and obtaining relevant certificates to showcase my evolving capabilities in web development.

Enclosed is my resume for your review, providing further details on my qualifications. I am enthusiastic about the opportunity to contribute to Tree Top Staffing LLC's commitment to maintaining high standards of customer value. My diverse skill set, adaptability, and passion for technology 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, along with my commitment to ongoing learning, can contribute to the success of Tree Top Staffing LLC.

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

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 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