

Dear Hiring Manager,

I am writing to express my strong interest in the Remote-IT Help Desk/Service Desk Tech I position at Compucom, as posted on LinkedIn. With over a decade of hands-on computer experience and a strong commitment to ongoing professional development as a Full Stack Developer, I am confident in my ability to contribute effectively to your team.

In my current role as a Journeyman Electrician at International Brotherhood of Electrical Workers LU 82, I've gained extensive experience in diverse technical environments. Beyond my professional background, I bring over 10 years of personal computer knowledge, specializing in hardware installation, configuration, and expertise in privacy and security settings.

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.

Your company's commitment to customer-centric, hard-working, and talented individuals resonates with me, and I am eager to contribute to the success of Compucom's IT Help Desk team.

Enclosed is my resume, providing further details on my qualifications and experiences. I look forward to the opportunity to discuss how my skills and dedication make me an ideal candidate for the Remote-IT Help Desk/Service Desk Tech I position.

Thank you for considering my application. I am excited about the possibility of contributing to Compucom's mission and would welcome the opportunity for an interview.

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 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

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