Dear Latitude Inc. Hiring Team,

I am writing to express my interest in the position of IT Support at your company. With my experience as a Sr. Field Underwriter and my strong passion for technology, I am confident that I have the skills and qualifications necessary to excel in this role.

As you will see from my attached resume, I have a very diverse background. My current role as a Journeyman Electrician at IBEW LU 82 allows me to continue developing strong technical skills with customers and related projects. In my previous role as a Sr. Field Underwriter at Equis Financial, I have honed my interpersonal skills and have a proven track record of effectively communicating with clients and coordinating meetings. These experiences have also allowed me to become extremely detail-oriented and organized, which I believe are crucial qualities for an IT Support Specialist.

In addition, I have experience in project management and coordination. I am confident that my experience in collaborating with cross-functional teams and tracking project progress will make me an asset to your team. I also have experience in maintaining project documentation and preparing reports.

One of my biggest achievements, while working at Equis Financial, was increasing client satisfaction by 30% through streamlining processes and improving communication. This experience has taught me the importance of continuously seeking ways to improve and optimize processes, which I believe will be beneficial in this position at Latitude Inc.

I am excited about the opportunity to join your team and contribute my skills and knowledge to help drive the success of your IT projects. Thank you for considering my application. I look forward to the opportunity to discuss my qualifications further.

Sincerely,

Tyler Baxter

**Tyler Baxter**

**Lima, Ohio • +1 419-604-0768 • Ty.baxtr@gmail.com •** [**www.linkedin.com/tybaxter12/**](http://linkedin.com/in/https://www.linkedin.com/tybaxter12/)

**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. Also, has knowledge in handling confidential matters and proprietary information.**

**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

**Sr. Field Underwriter • Lima, OH, USA**  **Jan 2022 - 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

**Journey Electrician • Lima, OH, USA**  **Apr 2016 - May 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 in Basic Study**

Bath High school • Lima, OH **Aug 2009 - May 2013**