Dear Labelbox team,

My name is Joseph and I am writing to express my strong interest in the customer support engineer role at the company. With a strong mathematics background, passion for emerging tech, experience building and maintaining IT systems and the ability to write robust and maintainable python software I am a strong candidate for the position. I have also developed phenomenal people skills while working on projects all over the world, with a diverse array of coworkers from service industry professionals all the way up to the executive level.

I recently left an IT Support Technician role at a technology company called Blu Wireless, in the UK, in order to immigrate to the Bay Area. This gave me 2 years of highly valuable experience across a wide range of systems (physical umix servers, networking, AWS, virtual machines, docker, apache2, Windows and Linux endpoint management). By systematically teaching myself to build software, and excelling at this very broad and diverse role, with a steep learning curve, I have repeatedly shown an ability to rapidly gain deep knowledge in technical disciplines and understand complex systems.

As well as supporting users and managing our network, I built an Ansible system to manage the server configuration and gained a lot of experience troubleshooting and scripting using Bash. I also lead the migration of the physical server system from Centos 7 to Rocky OS 9 and contributed to the overhaul of the company’s security infrastructure.

Alongside my IT Support responsibilities I took the opportunity to moonlight with the Software Development team and develop a tool to automate the generation of release note documents, saving hours of manual work for some of the most valuable engineers at the company. Success in this project led to me splitting my time evenly between the IT and DevOps teams.

In my personal life, I have also traveled to over 25 countries and have developed relationships with many people from different cultures and backgrounds. It is a great pleasure of mine to help other and assist them in achieving their goals and solving technical problems. I am eager to learn and develop in a role that involves larger scale systems.

Thanks a lot for your consideration, I look forward to hearing back.

Have a great day,

Joseph Foster