Dear Skai Hiring Team,

I am excited to apply for the ACE Support Engineer position at Skai. With a strong background in IT support, system administration, and automation, coupled with my passion for solving complex technical challenges, I am eager to contribute to your mission of powering brand decisions with actionable intelligence.

In my previous role as an IT Support Technician at Blu Wireless Technology, I managed a diverse IT ecosystem, including physical servers, Windows 10/11 environments, LDAP, Active Directory, and Office 365. I served as the first point of contact for internal users, resolving issues through ticketing, troubleshooting, and tools like RDP and Wireshark. My ability to write SQL queries and scripts in Python and Bash enabled me to automate security updates and build an Ansible configuration management system, reducing OS deployment times by 50%. These experiences honed my technical and analytical skills, making me well-prepared to debug functional issues and develop custom solutions for Skai’s clients.

Beyond day-to-day support, I collaborated with software engineering teams in a DevOps capacity, enhancing CI/CD pipelines with Zuul and creating a Python-based release note generation tool that bridged Git commits and Jira tickets. This work, underpinned by Agile practices using Jira and Confluence, reflects my ability to take ownership of technical issues and work cross-functionally—key aspects of the ACE Support Engineer role. My customer-facing experience, from IT support to my current role at Brookside Orchids, has sharpened my communication skills, ensuring I can deliver clear, effective solutions to clients and stakeholders alike.

With a Master’s in Theoretical Physics and a proven track record of adapting to fast-paced, technical environments, I thrive on tackling complex problems with precision and creativity. I am particularly drawn to Skai’s entrepreneurial culture and the opportunity to leverage my SQL expertise, scripting knowledge, and customer-oriented mindset to support your innovative platform. Located in San Francisco, I am ready to join your team in-office three days a week and contribute from day one.

Thank you for considering my application. I would welcome the chance to discuss how my skills align with Skai’s needs. Please feel free to contact me at [josephrfoster@protonmail.com](mailto:josephrfoster@protonmail.com) or +1 628 298 9374.

Sincerely,  
Joseph Foster