Dear WalkMe team,

My name is Joe.

I'm a bit of a jack of all trades in IT systems, having worked for two years as an IT Support Technician in a small UK tech firm called Blu Wireless. This position gave me exposure to all layers of our IT systems. Daily duties included: troubleshooting network issues, configuring and managing our physical server stack, backing up data, and providing support to users and building relationships with suppliers.

I particularly enjoyed mastering the use of a technology and explaining it to others while guiding them through the process. I worked with users ranging across all levels from seasoned software engineers to sales and marketing staff who’s only interaction with tech was writing a document or browsing the internet. It is my belief that anyone can understand a technology given enough patience and it gave me great pride to empower others with the ability to use the tools available to them.

Alongside my support duties I spearheaded several projects including a configuration management system for our physical server stack, and migrating the entire server infrastructure to a new operating system. I enjoyed the process of documenting implementations and leaving lasting user guides and take pride that automation systems I built are still being used to this day.

Whenever I had downtime between tasks I would be interacting with the Software Engineering team and learning about their work. Soon was able to take on some extra work developing a release note generation tool to enhance their DevOps CI/CD pipeline. I loved this project and the opportunity to develop my coding skills. I continued to work closely with the team until I emigrated to the Bay Area last summer.

Now I am living in San Francisco and am working in an orchid boarding center that cares for orchids while they are in the dormant state and brings them to clients when they bloom. I love interacting with the clients and taking time to make sure that they have the treatment that they need in their unique circumstance. This could mean arranging delivery times and locations that suit them or could be a few hours spent researching a rare breed of orchid to ensure that we can give it the best care possible. I believe this obsessive attitude towards customer satisfaction combined with solid technical skills, makes me a great candidate for the position.

Thanks and have a great day,

Joseph Foster