February 19, 2017

Human Resources  
Gatsby   
San Francisco, California

### Re: [Staff Software Engineer, Learning Team](https://www.gatsbyjs.com/staff-software-engineer-learning-team/)

To whom it may concern:

I was excited to see your opening for the [Staff Software Engineer, Learning Team](https://www.gatsbyjs.com/staff-software-engineer-learning-team/), and I hope to be invited for an interview.

My background includes serving as IT support/field maintenance, Customer Engineer (CE) working within outside traditional corporate environments. Most recently, I worked as a CE for NCR servicing our client, Starbucks, building and configuring networks for new stores to connect to the Starbucks infrastructure, where my responsibilities included being the primary support installing POS systems and maintenance and setting up VoIP phone systems.

Previously, I worked with Skype, Game Stop, Diebold, and various other companies setting up networks and performing other IT related activities. In these positions, I demonstrated the ability to resolve a variety of issues and complaints and to work under high pressure. In addition to this experience, I gained considerable customer service skills and learned the necessity of good communication. I also bring to the table strong computer proficiencies with Microsoft and Apple support experience. Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the IT Frontline Support and problem-solving skills you are seeking. Feel free to contact me at [aaron.earl.harris@me.com](mailto:aaron.earl.harris@me.com) or 323-481-0228 to arrange an interview. Thank you for your time—I look forward to learning more about this opportunity!

Sincerely,  
  
Aaron Harris