

Avery
Briggs

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Dear Hiring Team,

I am writing to express my interest in the IT Service Desk Analyst position at ABM Integrated Solutions. With a Bachelor of Computer Science from the University of New Brunswick and several years of hands-on technical support and systems analysis experience, I'm confident in my ability to deliver responsive, user-focused service in a dynamic IT environment.

In my current role as a Process Analyst at a manufacturing company, I've been the go-to systems resource for internal users, managing both desktop environments and larger systems integrations. I've developed and maintained custom solutions using SQL, VBA, Python, and Microsoft Access, all while liaising with end users and external IT providers to ensure reliable system performance. My approach always prioritizes user experience—I take pride in clearly communicating technical concepts, following through on support requests, and proactively improving existing tools and workflows.

I'm especially drawn to ABM's focus on innovation and collaboration. I thrive in team environments where knowledge-sharing and continuous learning are encouraged. Whether working independently or with others, I maintain a calm and professional demeanor under pressure, and I've consistently demonstrated the ability to analyze and resolve complex issues efficiently.

I'm excited about the opportunity to contribute to a growing company that values curiosity, initiative, and customer service. I would welcome the chance to bring my technical foundation, problem-solving skills, and strong interpersonal approach to the Service Desk team at ABM.

Thank you for considering my application. Although I do not currently reside in the Moncton area, I am excited and flexible towards new opportunities. I look forward to the opportunity to further discuss how I can support ABM's mission of delivering innovative, reliable IT solutions.

Sincerely
Avery Briggs