

Dear De'Deas,

I am writing to express my keen interest in the Technical Support Specialist position at Compassion & Choices, as advertised on your website. With my strong technical background, passion for compassionate care, and dedication to empowering individuals, I believe I am an ideal candidate for this role.

As a Technical Support Specialist, I understand the importance of providing exceptional support to clients and ensuring their needs are met promptly and efficiently. I have [X years] of experience in technical support, troubleshooting, and customer service, which has equipped me with the skills necessary to excel in this position.

Here are some key qualifications that I would bring to the role:

**Technical Expertise:** I possess a solid understanding of various technical concepts and tools, including [mention specific technologies or software mentioned in the job description]. My experience in supporting and troubleshooting technical issues has honed my problem-solving skills and ability to provide effective solutions.

**Customer Focus:** I am deeply committed to delivering exceptional customer service and building positive relationships with clients. I have a track record of effectively communicating technical information to non-technical individuals, ensuring their understanding and satisfaction.

**Collaboration and Teamwork:** I thrive in collaborative environments and enjoy working closely with cross-functional teams to resolve complex issues. I believe that effective collaboration is crucial in providing comprehensive support to clients and achieving organizational goals.

**Empathy and Compassion:** I am passionate about compassionate care and believe in providing support to individuals during challenging times. I possess strong empathy and emotional intelligence, enabling me to connect with clients on a personal level and provide them with the support they need.

**Continuous Learning:** The rapidly evolving nature of technology excites me, and I am committed to staying updated with the latest industry trends and advancements. I am eager to expand my knowledge and skills to better support clients and contribute to the success of Compassion & Choices.

I am genuinely inspired by Compassion & Choices' mission to improve end-of-life care and empower individuals to make informed decisions. I wholeheartedly share your organization's values and commitment to compassionate care.

I am confident that my technical expertise, customer-centric approach, and passion for compassionate care align perfectly with the requirements of the Technical Support Specialist role at Compassion & Choices. I am excited about the opportunity to contribute to your organization and make a positive impact on the lives of individuals and their families.

Thank you for considering my application. I would welcome the chance to discuss how my skills and experience align with your needs in more detail. I have attached my resume for your review. Please feel free to contact me at your convenience to arrange a time to speak.

My compensation range is 90,000-125,000 USD, annually.

Thank you for your time and consideration.

Sincerely,

Andrew Thiesen  
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ANDREW THIESEN  
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### **SUMMARY**

Experienced Technical Account Manager/Senior Engineer with expertise in cloud products, SAAS services, software, hardware, networking, and security. Strong communication, customer service, project management, relationship-building, analytical, problem-solving, and sales skills. Capable of simplifying complex technical concepts, meeting client needs promptly and professionally, managing timelines, building client relationships, analyzing data for trends, resolving issues efficiently, and identifying growth opportunities.

### **SKILLS**

API Design | AWS | Azure | Bug Tracking | Budgeting | ChatGPT | CI & CD | Client Relationship Building | Confluence | Defect Analysis and Resolution | Excel | Forecasting | GCP | Git | Github | Go | HTML | ISO | JIRA | Mac OS | MS 365 | Node.js | Office 365 | OpenAI | Powerpoint | Python | S3 | Software Documentation Control | Software Testing and Validation | SOC-2 | SQL | SSMS | VCS | Web3 | Windows OS | Word | WSDL

### **EXPERIENCE**

#### **Freespace - Application Support Engineer, Naples, FL: 08/2022 - 11/2022**

- Collaborated with developers, analysts, and project managers to quickly resolve incidents.
- Conducted software application and disaster recovery testing to ensure business readiness after fail-overs.
- Provided support for web- and client-based applications, file and data feeds, and batch processes to minimize impact on business.
- Analyzed and mapped data, and wrote SQL scripts to extract data from SQL databases.

#### **Sensory Inc - Solutions Architect, Boulder, CO: 10/2021 - 08/2022**

- Worked with developers and engineers to implement technological solutions.
- Maintained an in-depth understanding of business processes, needs, and objectives.
- Translated technical ideas and issues into non-technical terms for business executives.
- Contributed significantly to the product development lifecycle of both back-end and customer-facing solutions.

- Authored development guidelines to accelerate application design efforts through pre-built frameworks.

**Exterro - Senior Implementation Engineer, Beaverton, OR: 07/2017 - 10/2021**

- Conducted various tests on processes and created documents.
- Worked with technical staff to conduct system audits and execute implementations on time and within functional parameters.
- Configured and implemented system software changes.
- Assisted clients in monitoring all software implementation lifecycles.
- Maintained existing applications and designed and delivered new applications.
- Managed accounts exceeding 1 Million USD ARR.
- Developed and executed solutions to customer needs and drivers through hands-on engagement.
- Established long-term, trusted partner relationships to manage stakeholder expectations and achieve revenue growth goals.
- Identified and proposed upsell and renewal opportunities, and communicated value proposition to reduce churn results for enterprise customers.
- Participated in product innovation by identifying and representing customer needs and presenting new product capabilities.
- Provided technical troubleshooting and problem-solving for clients with installed equipment or system issues.

**Hyperion Insurance Group (Contract) - Service Desk Analyst, Naples, FL: 07/2017 - 10/2021**

- Provided user support via phone, email, and chat channels.
- Entered service tickets into an incident tracking system for faster problem resolution.
- Resolved user issues with desktop computers, laptops, and mobile devices.
- Identified and addressed hardware, network infrastructure, and connectivity issues that prevented users from completing tasks.
- Diagnosed and fixed system functionality issues to enable desired operations.

**Naples Grande Beach Resort (Contract) - IT Manager, Naples, FL: 07/2016 - 10/2016**

- Reviewed and evaluated project requirements and costs related to architecture design, implementation, testing, and deployment needs.
- Established and implemented an enterprise security strategy for network and hardware, disaster recovery, data protection, and endpoint protection.

- Conducted software license audits to mitigate compliance risk and reduce costs.
- Recommended innovative and automated solutions for routine tasks.
- Created storage allocation for new and existing Windows servers and clusters.

**Naples Grande Beach Resort (Contract) - IT Manager, Naples, FL: 07/2016 - 10/2016**

- Managed network and system performance by conducting troubleshooting, security patching, and maintenance.
- Oversaw IT department operations and provided training.
- Collaborated closely with project members to identify and address problems.
- Supported physical equipment such as phones, copiers, and fax machines.
- Guided technology strategy and roadmaps for the organization.

**Liquid Holdings Group - Manager Technical Process and Maintenance, Aventura, FL: 01/2012 - 01/2015**

- Suggested technical process improvements to optimize resources.
- Evaluated customer, reputation, and regulatory risks.
- Communicated with technology leaders across multiple teams on project execution.
- Designed, implemented, and monitored application integration while coordinating updates and developing test cases.
- Recruited and trained IT team members.

**EDUCATION**

Bachelor of Science in Business Administration, St. Petersburg College, St. Petersburg, FL

Bachelor of Science Information Technology, UAT, Tempe, AZ

AA History, Truckee Meadows Community College, Reno, NV

High School Diploma, Washoe High School, Reno, NV

**ADDITIONAL SKILLS, MEMBERSHIPS, CERTIFICATIONS, MEDIA**

ASL - Beginner

Polish Language - Advanced

ISSA Member

Github: <https://github.com/thiesaj>

LinkedIn: <https://www.linkedin.com/in/ajthiesen>

Credly: <https://www.credly.com/users/thiesaj/badges>