

FROM THE DESK OF

ANDREW THIESEN

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To Whom It May Concern,

I hope this letter finds you well. I am writing to introduce myself, Andrew Thiesen, a highly skilled Technical Account Manager and Senior Engineer with an impressive background in both client management and technical expertise. I have a strong understanding of cloud products, SAAS services, and I am well-versed in software, hardware, networking, and security. My excellent communication, customer service, project management, relationship-building, and problem-solving skills make me an ideal candidate for any technology-related role in your organization.

I have a rich experience spanning several industries and positions. My most recent roles include Application Support Engineer at Freespace, Solutions Architect at Sensory Inc, and Senior Implementation Engineer at Exterro. In these positions, I have demonstrated my ability to work collaboratively with developers, analysts, and project managers, quickly resolving incidents, implementing technological solutions, and managing timelines and deadlines efficiently. I have managed accounts exceeding 1 million USD ARR and contributed significantly to product development and customer satisfaction.

In addition to my extensive experience, I have a solid educational background, holding a Bachelor of Science in Information Technology from UAT, an AA in History from Truckee Meadows Community College, and a High School Diploma from Washoe High School. I am also proficient in a variety of technical tools and languages, such as AWS, Azure, Python, and SQL, to name a few.

Furthermore, my commitment to professional development is evidenced by my memberships, certifications, and active online presence. I am an ISSA Member, and you can find my Github, LinkedIn, Digital Garden, and Credly profiles via the provided links in my resume.

I am confident that my unique blend of technical expertise and exceptional interpersonal skills would make me a valuable addition to your organization. I would appreciate the opportunity to be considered for a suitable position within your company.

Should you require any additional information or wish to discuss my qualifications further, please feel free to contact me directly at andrew@thiesen.co or 954-683-5060.

Thank you for your time and consideration.

Sincerely,

Andrew Thiesen