

AKASH KADAM

APPLICATION SUPPORT ENGINEER

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COVER LETTER

Dear Hiring Manager,

I am writing to express my interest in the Application Support Engineer position at your esteemed organization. I have been particularly drawn to the unique, customer-centric approach your company has towards managing and responding to user tickets, along with the emphasis on providing 24x7 on-call support for production impacting problems.

During my tenure at AGS Transact Technologies, I took on the pivotal role of tier-2 on-call contact person, wherein I consistently ensured a 99.9% uptime for servers, effectively deploying applications and providing comprehensive production support. There was one particularly challenging instance where a critical bug was encountered post-deployment. With a meticulous eye for detail and swift problem-solving skills, I was able to identify and address the issue promptly, minimizing downtime and ensuring seamless functionality for the end users.

I am confident that my hands-on experience in maintaining 24-hour operations and my proactive approach to problem-solving align with the requirements outlined for this role. My proficiency in Ms-SQL, payment gateway systems, and HTML, combined with a keen interest in continuously learning emerging technologies and industry best practices, makes me a strong contender for this position.

I am eager to bring my dedication and expertise to your team and am looking forward to the possibility of contributing to the success of your organization. I would welcome the opportunity to discuss how my background, skills, and enthusiasm can be of value to your team further in an interview.

Thank you for considering my application. I am looking forward to the possibility of discussing this exciting opportunity with you.

Sincerely,

Akash Kadam
Application Support Engineer