delighted to submit my application for the Technology Support Specialist position opening. As a recent graduate of Lawrence University, I am confident that I can apply my skills in computer science and data management to efficiently adapt to any tech support role needed while fostering a supportive work environment.

I have many years of experience working with computers of all types, whether it involves debugging software or writing new code, creating and accessing servers, or simply installing hardware. I graduated with a degree in philosophy and biology, but my education focused on how researchers apply statistical methods to scientific data in order to find valid results. This intersection of philosophy and biology required me to write elaborate codes in Rstudio, and work with servers, charts, and large datasets regularly. I am confident that my education has covered many of the issues that arise with computers and will allow me to assist in an efficient manner. I have constructed my own servers with Java and SQL, built two PCs from components, and have completed several projects involving single board computers. Additionally, I have a talent for writing statistical methods into code. While I don’t have any certifications in tech support to date, my unique experiences with computers and collaborative problem solving would make me an asset to the CMC Tech Support team.

I’ve always considered myself to be detail oriented, however my experience working as a carpenter’s assistant helped me to understand how to efficiently manage intricate systems. In this position, I was tasked with repairing antique woodworking. I learned the hard way that every single detail matters, but more importantly how it’s vital to pay attention to the way that details fit together. While details are extremely important, focusing entirely on a singular part of a larger system could lead to systemic mistakes and cause expensive delays. When one tiny mistake can ruin something invaluable its extremely important to pay attention to how the small fixes apply to a larger system.

In addition to my work with computer hardware & software, I have expanded by interpersonal skills within the customer service sector, which has further improved my verbal communication, conflict mediation, and teaching capabilities. As a ski patroller, when people broke slope policy it was my job to stop them and punish rule breakers. It often required an overwhelmingly positive attitude and many de-escalatory tactics to properly enforce safety guidelines. Handling these angry skiers gave me the skills I needed to communicate with frustrated teammates in tense situations throughout my academic and professional career. As a groundskeeper at CC, it was my responsibility to lead a team of student workers in manual labor projects. In this role, I learned the importance of working alongside the people you are leading. It seems simple, but by ensuring that my workers see me as a supportive teammate rather than someone who will judge them or chew them out if they make a minor mistake was essential for facilitating active communication, especially in high-stress situations.

I’m certain that my proven track record of excellent problem-solving skills, proactive communication, and experience in applying my knowledge to cross-functional working environments will make me an asset to the CMC Tech Support team and allow me to contribute to its success for many years to come. I’ve attached my resume, which further details my skills and education. Please do not hesitate to reach out if you have any questions, and I look forward to the opportunity to speak with you further. Thank you for your time and consideration.

Alexander Bauer

Sincerely,