

Brandon Sperry

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Dear Hiring Manager,

I am writing to express my interest in an IT support or networking position within your organization. With several years of hands-on experience in help desk operations and technical support, combined with a strong academic background in Information Science, I am confident in my ability to contribute effectively to your team.

In my role as an IT Service Desk Analyst at Arkansas Blue Cross and Blue Shield, I have developed a strong foundation in troubleshooting technical issues, resetting passwords using Active Directory, and managing service requests through platforms like ServiceNow. I am well-versed in providing remote desktop support, resolving complex user problems, and ensuring seamless IT operations across various departments. Additionally, my previous position at Staley Inc. allowed me to sharpen my networking skills, such as configuring network ports and troubleshooting customer equipment.

I am passionate about delivering excellent customer service and enjoy working closely with users to resolve their IT issues in a clear and approachable manner. My ability to adapt quickly to new technologies and my dedication to continuous improvement make me confident that I would bring value to any IT department.

I would greatly appreciate the opportunity to discuss how my skills and experience align with your organization's needs. Thank you for considering my application, and I look forward to the possibility of contributing to your team.

Please feel free to contact me at your convenience.

Sincerely,

Brandon Sperry