

Dylan Polito
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Dear Hiring Manager,

I am writing to apply for the position of Advanced Support Consultant at Bonterra. With a strong technical support background, passion for technology, and dedication to exceptional customer service, I am confident in my ability to contribute to your team.

In my current role at Transfinder, I provide nationwide technical support, ensuring prompt and professional resolution of client inquiries. I have expertise in routing support cases, responding to user inquiries via phone and email, and utilizing Microsoft Dynamics 365 for documentation and tracking.

Previously, as a Systems Operator and Administrator at Tech3 Business Systems, I successfully configured and installed diverse computer systems, resolved software issues, and provided technical support to clients. My involvement in network infrastructure implementation projects demonstrates my commitment to comprehensive technology solutions.

With a Bachelor of Business Administration in Accounting from the University of Houston, I possess a solid foundation in business principles. Proficient in Microsoft Dynamics 365, CRM, and various technologies such as SQL, HTML, and CSS, I adapt quickly to evolving technical requirements. My problem-solving, communication, and interpersonal skills contribute to high levels of customer satisfaction.

Bonterra's mission to leverage technology for social good resonates deeply with me. I am eager to become an expert in ETO, Apricot, and Penelope software, providing superior support to clients. My technical aptitude, attention to detail, and commitment to customer success align perfectly with the requirements of the Advanced Support Consultant role.

Thank you for considering my application. I have attached my resume for your review. I welcome the opportunity to discuss my qualifications further and demonstrate how I can contribute to Bonterra's success.

Sincerely,

Dylan Polito