

Human Resources Manager
C3I Solutions
248 Armstrong Rd
Pittston, PA 18640

To Whom It May Concern,

As a highly motivated, driven, and focused Help Desk Technician the new opening for the Help Desk Level 2 position has caught my interest. With a track record of being dependable, hardworking, helpful, and taking initiative I believe that I will prove to be valuable in a Level 2 position.

During my time here as a Level 1 Help Desk Technician I have demonstrated my ability to assist fellow colleagues in troubleshooting issues by responding to questions in the support chat when my colleagues have questions when available. I also demonstrated initiative by taking on creating an updated version of the Lumberjack ticketing tool on own time to make ticket noting an easier process to reduce the wrap-up time required when making escalations and creating multiple tickets for the same client. I have also shown initiative by reaching to learn how to create the follow up report and running the follow up report when the supervisor is out of office. I also have learned how to run the ambush report and send that as well when the supervisor is out of office. Furthermore, I have also taken initiative to learn what the Disaster Recovery Voicemail is and have been routinely checking it each day on top of my everyday responsibilities as a Level 1 Technician.

I believe my qualifications are reinforced also by the A+ certification that I earned by studying and taking the CompTIA A+ certification as well as my ITIL v4 Foundation certification. I continue to learn more every day as I study for my B.S. in Cyber Security & Information Assurance.

Looking forward to hearing from you,

Damion Fidler
Help Desk Technician
717-994-6484