

Elijah Calvert

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7/20/2025

Mphasis Limited

To whom it may concern,

I am applying in order to express interest in the Desktop Support Technician (L2) position. With practical technical experience in customer-facing roles and a solid background in IT support, I am seeking to bring my skills at solving problems, technical expertise, and commitment to excellence in service to your organization.

Working as a Target Electronics Associate for over three years, assisting customers with expert guidance on a wide variety of technology products, has sharpened my technical skillset to address hardware and software problems, manage accurate inventory of sensitive electronics, and describe technical solutions in plain, easy-to-communicate terms. My competence in coordinating with team members and vendors also compliments the collaboration that comes with deskside support and asset management.

I am a student at the University of Central Florida, pursuing my B.A. in Information Technology, with an extensive technical background in Windows OS environments, Microsoft 365, and hands-on device troubleshooting. My experience with C programming and Python, as well as my TestOut Pro Certification, indicates my commitment to expanding my technical foundation and being able to learn and adapt new tools such as SCCM, Intune, and Azure Autopilot.

I am excited about the potential to help deliver high-level support, build customer satisfaction, and be associated with your company's commitment to excellence. I would like to discuss how my experience and enthusiasm can aid in achieving and exceeding these service level commitments and operating goals.

Thank you for considering my application. I look forward to being able to have an interview to explore how I can further support your team as a Desktop Support Technician.

Sincerely,
Elijah Calvert

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Education

University of Central Florida, Orlando FL - B.A., Information Technology

January 2025 - Present (Expected Graduation April 2027)

Seminole State College, Sanford FL - A.A., Associate In Science

September 2022 - December 2024

Experience

Target — *Electronics Associate*

May 2021 - Present

- **Provided knowledgeable customer assistance** on electronics products, troubleshooting basic device issues and recommending solutions to meet customer needs.
- **Maintained and organized high-value inventory**, ensuring accurate stock levels and proper display of sensitive electronic devices.
- **Worked closely with team members and vendors**, coordinating product deliveries and handling returns while ensuring compliance with company procedures.

Culvers — *Back of House employee*

October 2020 - May 2021

- **Prepared food orders accurately and efficiently** in a fast-paced environment, demonstrating attention to detail and consistency under pressure.
- **Maintained strict health and safety standards**, ensuring all kitchen operations met sanitation and compliance requirements.
- **Collaborated with front-of-house staff**, communicating clearly to fulfill orders and resolve customer concerns promptly.

Skills

- Programming: C (intermediate), Python (Expert)
- Windows OS

- Mac OS
- TestOut Pro Certification
- Microsoft Office Proficiency