

David Fenko

Senior Support Manager at Backstop Solutions Group

David Fenko, 2332 N. Hamilton Ave #1B, Chicago, IL

Hiring Team — Wyzant

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Dear Wyzant Hiring Team,

I am reaching out to you in order to demonstrate my interest in the Product Manager position. I came across the opening while researching your firm after speaking with a friend who recently accepted a position with Wyzant. I have worked within the software industry for the last 5 years, wearing a variety of hats at a start-up, and I'm looking to apply that experience elsewhere.

My current role is the Senior Support Manager at Backstop Solutions Group. I am responsible for running multiple teams concerned with providing support to our client base. Our support role is less like a call center, instead opting to bring in bright individuals that can troubleshoot issues while still maintaining relationships. Given the role, my team takes on additional responsibilities, inclusive of logging development tickets and assisting in the prioritization of work. Personally, I have been responsible for managing development projects for support related features during my time at Backstop. Additionally, in order to better help provide input to the organizations Product Management team, I have taken the Foundations course offered by Pragmatic Marketing, and look forward to several of their other offerings.

Technically, I spend time at work combing through various databases to investigate data conditions within our own application or to work on valuing the effectiveness of the team that I manage. Using data collected from our systems through SQL in Excel, I have been able to help guide the growth of my team by providing an accurate picture of the current state of affairs. In addition to that, my current position is foremost a position based on accurate and tactful communication.

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I would love to meet with your team to discuss my candidacy. A position such as this has been an ambition of mine most of my life. I am able to make myself available at your convenience, so please do not hesitate to call me at (312) 342-6897 or email me at dfenko@fenkoston.com. Thank you for taking the time to consider my resume.

Sincerely yours,

David Fenko