

Hello Ms. Turcotte,

I'm writing you in response to the Computer Specialist position posted for Hillsborough County and would like to apply. I have experience in a wide range of IT disciplines, including technical support, programming, development and infrastructure support. Combined with a previous career in Emergency Services, I leverage a unique skillset that allows me to think critically and objectively in extremely stress environments while maintaining an excellent user support experience.

I came into my current job with only some basic hands-on experience providing technical support, and within the first two weeks I was supporting the full line of our software. In three months' time, I was assisting in software development, writing product requirements, specifications and use flows. I currently help manage two developers,

I now provide a wide range of services to my company, ranging from customer service, to software development management, to network infrastructure management. I strive to find ways of improving workflow and efficiency. To that end, I helped spearhead case management automation which drastically decreased spam cases and improved response times.

I help manage our network and infrastructure. I replaced and reorganized our office's network, re-running drops to cubicles and migrate our aging fileserver to a new NAS server. User email account management, antivirus configuration and VoIP troubleshooting are all responsibilities of mine.

In my off time I continue to learn and hone my skills, I am in the process of pursuing a Network + certification. Some of my side projects at home have included a network wide ad blocker, storage server and a home brew touch-based media server.

I know I may lack the traditional educational experience, but my unique experiences make me wildly adaptable, with a wide range of transferable skills. Due to a career ending injury, I essentially had to hit the reset button at 25. I have a hunger and motivation that I think you'll be hard pressed to find elsewhere. If you want an employee that is driven and capable of rapidly learning and supporting new technologies, I ask that you consider me for this position.

Regards,

Marshall Nye

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