

To Whom It May Concern,

I'm writing you to express interest in the Software Support Analyst position opening at matrix Care. I am currently employed in a development position in the Lakes Region, but I am looking to relocate to southern New Hampshire.

The job post emphasizes the importance of rock solid customer service and interpersonal skills, which I have a proven track record of. In fact, solving problems is something I take great personal joy in. Currently, one of my duties is taking in cases through phone or email, then tracking the tickets through Salesforce as a case management tool. The body of this ranges greatly, from simple password recovery to in-depth troubleshooting where hardware, software, and networking factors are all present. I lack the luxury of escalating difficult tickets, so if something happens, it is up to me to figure out how to resolve it. Within my professional life, every position I've held required critical thinking, flexibility and outstanding customer service.

Our company has a SOHO style infrastructure- I support 15 other employees and their workstations, test terminals, the company network and backups. My most recent project was sourcing, building, and developing a NAS to replace an aging fileserver. In my free time at home, I've configured a network wide adblocking system, a touch-based media center, and an Ubuntu file server. I desire a position that will give me a chance to reinforce what I'm learning through self-study, in a high standard enterprise environment. Long range, my goal is to work in network security- within this position I feel there is mobility to learn and grow, while getting the hands-on experience I crave. If I am to become better at what I do and achieve my career goals, I need an environment that fosters individual advancement and education, which is why I write you today.

Regards,

Marshall Nye

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