

February 13, 2020

Staffmark: Taco Bell

Re: Service Desk Level I Analyst

I am excited to apply for the Service Desk Level I Analyst position. I've been impressed with Staffmark's Partnership with Taco Bell and I have been looking forward to being a Taco Bell member for most of my life. While I love helping people and I am a great troubleshooter, I feel more than qualified to provide technical assistance and support related to POS systems, hardware, software and network issues; logging incident details; and gather applicable information for escalations. Below are your requirements and my qualifications:

Your Requirements:

- Help Desk/Technical Support experience (0-3 years)
- > Ability to type a minimum of 35 WPM
- Strong verbal and written communication skills
- > Must be organized with the ability to multitask
- Possess a strong technical aptitude
- > Ability to troubleshoot along with the end user by simplifying technical language
- > Continued education in IT or related certifications preferred

My Qualifications:

- Performed Technical Support while volunteering with Americorps. Became a Google Guide to assist Capital One's company wide transition from Microsoft Office to Google's Suite. Recently tested at 50wpm
- > As an enlisted Marine I worked with field and company grade officers for my entire career. I strengthened my skill in multitasking by purposefully stressing the limits of my active attention and as a result I have been able to wear many hats to complete numerous duties simultaneously.
- I built Portfolio on HTML5 using emmet to expedite the process before easily weaving in CSS and JavaScript. I am also very strong in the Microsoft Office Suite, Google Suite, and familiar with Sun Suite. After completing a course I was able to get my department up to speed with the Google conversion (Capital One) and prepare them for the Multi-Factor-Authentication months early.
- > Recent graduate with course format and information fresh in mind. Peer recognized for having an answer to every new question and resources for old questions.

These are only a few of my accomplishments. I look forward to speaking with you in more detail about my experience.

Sincerely,
Frederick Articulo
804-704-0334