JASON GORDON

jason.l.gordon86@gmail.com • Sanford, FL 32771 (407) 212-7567 •
linkedin.com/in/jlagordon • github.com/jason-l-gordon86/

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Dear Hiring Manager,

I am writing to express my interest in the Support Engineer II opening at Github. As an accomplished Technical Support Engineer with a customer-centric approach, strong problem-solving skills, and diverse technical experience, I am confident in my ability to contribute positively to your team.

In my career, I have consistently demonstrated my ability to leverage new technologies and employ analytical, creative, and adaptive problem-solving skills to address complex technical issues. Progressing through customer-facing roles, I have honed my expertise in supporting clientele with diverse technical backgrounds. I am eager to bring my skills to Github, serving as the ultimate ally to developers.

I prioritize staying current with technologies, fostering innovation, and delivering creative solutions supporting web applications and SaaS products. Whether in collaborative or independent roles, I possess refined analytical and critical thinking skills. My ability to adapt strategies to meet customers' evolving priorities, shifting needs, and emergent issues sets me apart.

I am adept at writing, publishing, and disseminating knowledge base articles to guide internal teams and empower customers. My skill set includes strong presentation, communication, and active listening skills, along with expertise in web application support, end-to-end lifecycle documentation, root cause analysis, bug reporting/troubleshooting, and project management.

I am comfortable using various technological tools and applications, identifying and correcting workflow inefficiencies, meeting SLA targets, for e.g. response and resolution times, and collaborating across departments.

Highlights of my career include:
- Exceeding revenue retention goals through world-class customer support and configuring integrations for new customers.
- Developing automation tools using API endpoints, resulting in record time ticket resolution.
- Writing external software documentation for clients -- repurposed for internal teams, leading to significant cost savings in training.
- Transitioning to QA, to test bugs, present findings to engineers, and suggest software improvements, reducing ticket volume.

I am confident that my spidey sense for solving problems, technical experience, and commitment to supporting diverse customers align well with the needs of Github. I look forward to discussing how my unique experience can contribute to your team's success.

Thank you for considering my application.

Sincerely,

JASON GORDON
Enclosed Resume