

Benjamin Caldwell

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Linda Ward, Human Resources Manager
FAAC Incorporated | Milo Range | RTI
1229 Oak Valley Drive
Ann Arbor, MI. 48108

Dear Linda,

I would like to be considered for the Simulator Service Technician position at FAAC. I became aware of this opening through Joy Creasy while serving as a contractor on a recent MILO Range job.

I have spent the last eleven years working as a manager, bicycle mechanic and salesman at a local retailer. Initially, this position was part time while I completed my degree and then became full-time upon graduation. Prior to returning to college, I worked as a remodeler for a large residential property management company, where I enjoyed the challenges of updating and repairing turn of the century homes, keeping abreast of modern construction practices, and optimizing residential space for commercial success.

Both the construction and bicycle industries require adapting to rapidly changing technologies. For instance, higher-end bicycles today are often equipped with electronic drive trains controlled by firmware that requires regular updates. These positions offered regular training and factory certifications through various manufacturers; however, each remodeling or bicycle repair presented its own set of unique challenges. Troubleshooting, diagnosing, and solving complex problems associated with these technologies were aspects of my career that I found highly gratifying. Educating customers and providing them an exceptional experience was another.

I believe that my wide range of professional experiences, my mechanical aptitude, and my drive for learning new skills, problem solving, and customer service would make me a great fit as a Simulator Service Technician with FAAC. Thank you for your time and sincere consideration.

Regards,

A handwritten signature in dark ink, appearing to read "Benjamin Caldwell", written in a cursive style.

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