September 3, 2020

Michael Shriver

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Dear Kenny,

I am writing to apply for the open Engineer position on the Developer Support Team. The course of my career so far has taken me from call-center based IT Support roles, to deskside Support roles. From these support roles, I eventually transitioned into Incident Management and response. Most recently, I have held a Systems Analyst role where I have done extensive data crunching and reporting to all levels of leadership at my organization. The parts of my job I have most consistently enjoyed and excelled at have always been the parts that involve complex problem solving and reducing friction that others have with technology.

In past jobs, I've enjoyed outside-the-box problem solving to make my job, and the jobs of those around me, easier by writing and maintaining small tools and scripts. When I worked at the Service Desk, for instance, we lacked a unified hardware asset management tool. Seeing a gap I could fill, I built and maintained a powershell script that tracked the department's workstations, laptops and other hardware. More recently, I wrote a small set of bash scripts to help my team automatically export Tableau reports to streamline our workflow. These were then included in a weekly Operations meeting that the CTO held. I am looking for a new area of expertise; but more than just a domain I can master, I wish to be a resource for others. The ideal skillset is one I can share and use to provide support for people so that they can perform their jobs more efficiently.

I'm excited for the opportunity to apply at Nordstrom again. In the 8 years I worked at the company, I built many strong working relationships, and found a place that matches my drive and my values. I hope to rejoin the company. I have heard great things about your team, and I think I would be a great fit.

Thank you for considering me. I hope to hear from you soon.

Sincerely,

Michael Shriver