Marcus Anderson

Dispatch Support Specialist • Software Developer

|  |  |
| --- | --- |
| Marc.anderson@midco.com  Sioux Falls, SD  (605) 777-2730 | 20 August 2025 |



Dear Midco Hiring Manager,

I’m excited to apply for the **Software Developer** position at Midco. Having worked at Midco for over five years in technical roles, most recently as a **Dispatch Support Specialist**, I’ve seen firsthand how important the day-to-day software we use assists with daily operations. This role feels like the perfect next step for me because it combines my love for software/development skills with my knowledge of Midco’s systems and software needs.

In my current position, I support dispatch by provisioning on the spot tech equipment and assisting with complex tasks. To make our work more efficient, I designed and built a **custom Chrome extension** that integrates with Genesys Cloud to automate repetitive tasks such as displaying tech details/equipment/automation/WTC and call stats all in one tool. Beyond that, I’ve built applications with **React.js and Node.js**, and I’m continually strengthening my skills in **HTML5, CSS3 (Tailwind), and C#/.NET**.

I’m also pursuing a **B.S. in Software Engineering at Western Governors University**, where I’m focusing on C# development, data structures, and software system design. This program will give me a solid academic foundation to pair with the practical problem-solving in the future of Midco systems and software

What excites me most about this opportunity is the chance to contribute my skill and knowledge as a developer and Midco Employee to the company I already know and respect. I understand Midco’s culture, values, and technical standards, and I’m excited to bring a multi-role perspective into creating solutions that make an impact for our teams and customers.

Thank you for considering my application. I’d welcome the chance to discuss how my experience and skills can support Midco’s software development team.