

## Michael Luney

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RE: Inside Sales Manager

02/27/2019

Dear Jeremy/Zane,

My name is Michael Luney, I am currently a Lenoir-Rhyne University MBA student. I see you need a sales manager with excellent communication and analytical skills. My experience as an intern with Mission Health's ISTM team, years of being a personal mentor, combined with my degree in Computer Science from UNC-Asheville, make me an ideal candidate for the sales manager position at RISC Networks.

As someone who enjoys working with computers and others, I would be perfect for understanding what problems may arise and tackle issues head on. I am comfortable performing a wide range of job duties including problem solving, user education, coding, scheduling, and public speaking. I am not afraid to make decisions, lead in times of crisis, or admit when I need help. As a former student mentor for both an entrepreneurship and computer science class, I have refined my personal and professional leadership skills as well as improving my ability to keep up with multiple tasks at once.

At this present time, I am still learning and will continue to refine my skills during my MBA. In the time I have worked with the ITSM department at Mission Health we have successfully rolled out ServiceNow along with many other updates to the whole IT system. My role was to help train users in the new system and document how to use the different services ServiceNow provides. On top of my previously stated responsibilities, I was responsible for change management communications. This involved hundreds of emails with technicians, managers, directors, and executives in order to communicate the specific details of a change to a single hospital or the entirety of Mission Health's staff.

I am determined to rise to the top of any challenge, striving to gain two years of experience every year. In order for me to gain maximum experience at the minimum age, I need opportunities like this to achieve my goals. While I continue my education through LRU's local MBA program, I believe real world experience through this position will provide more personal experience that I would not have the opportunity to experience anywhere else.

This position requests applicants have a wide range of skills. I have a large amount of experience in computer programming in many different languages and program interfaces. I enjoy personal networking and customer support where I educate users by listening and learning about their perspective, while also learning through hard work and previous experience. I have worked tirelessly in ServiceNow, in both user and administrator capacities, and have a burning desire to do the best I can at every task I am given.

My main experience with direct sales was being a top salesman for my elementary school, riding my bike from house to house in pouring rain selling coupon books or whatever I was asked. But I have been an indirect salesman all my life. I find that I have a unique ability to communicate with others and always find common ground. From this I build trust and can invoke influence and respect from people of all ages and demographics. I am also an unorthodox computer scientist for I have a passion for entrepreneurship, communication, and teaching others. I love to learn and live to help others improve, I was born to sell.

My resume will give you a greater understanding of my qualifications. Please contact me if you have any questions.

Sincerely,  
Michael Luney