

Dear Hiring Manager,

I am a software engineer with a background in product/program management and customer-facing roles in SaaS companies. I've worked with clients, engineering teams, operations along with other stakeholders. I believe my capability as a developer, my client-focused attitude, punctuated by my expertise in collaborative problem solving makes me an ideal candidate for the support engineer position.

- I am people orientated. As a SaaS sales and implementation manager, I effectively bridged the ports between customer requirements and engineering. I had to gather insights from both perspectives to optimize the flow and integrity of critical information. My natural inclination to bring groups together also translates into what I enjoy the most technically, I love exploring APIs and bridging systems together.
- I'm a technical proficient software developer. I recently completed a [full-stack project](#) using Ruby on Rails with React and Redux to replicate the key features of Tumblr. I am also experienced with JavaScript which I have demonstrated by building a simple HTML5 canvas click and point [2D action game](#).
- I'm a meticulous planner and deadline-driven. This is highlighted in my [MERN stack](#) team project called Ride, a motorcycle trip tracking and sharing app developed by 4 engineers within a deadline of 7 days. I built a structured yet adaptive timeline, we've made sure each one of us had tangible goals and objectives for each day.

I excel at quickly learning new technology and immediately applying them to my personal and professional projects. I enjoy helping others understand concepts and techniques that I have previously learned. I thrive in collaborative environments and actively seek opportunities to contribute. As a people advocating technologist, I am certain I can be a great addition to your team.

Thank you for your consideration!

Miles Song