

January 31, 2025

Premium Merchant Funding
Financial District, New York, NY

Dear Hiring Manager,

I am excited to apply for the Information Technology Operations Specialist position at Premium Merchant Funding. With experience in IT support, office management, and onboarding processes, I am eager to contribute to your team by ensuring smooth office operations and reliable technical support. My background in IT troubleshooting and administrative coordination makes me a strong candidate for this role.

As an IT Assistant at Kenyon College's Library and Information Services, I maintained campus-wide technology resources, troubleshooting hardware and software issues, setting up workstations, and managing networked devices. I also assisted in onboarding new staff by configuring their accounts and familiarizing them with office systems. Additionally, I helped streamline team workflows by developing automated scheduling tools for classroom technology maintenance. These experiences have strengthened my ability to manage office technology while ensuring an efficient and organized work environment.

My academic background includes coursework in Data Structures and Program Design, Software Development, and Digital Humanities, providing me with skills in Python, JavaScript, and IT infrastructure. My CompTIA ITF+ certification further reflects my commitment to professional development in IT support and operations.

Key qualifications that align with this role include:

- Experience troubleshooting Windows, macOS, and office technology.
- Strong organizational skills, ensuring a well-maintained and efficient office environment.
- Familiarity with Microsoft Office Suite, Google Workspace, and IT asset management.
- Ability to support onboarding by setting up workstations and guiding new hires through office systems.
- Proactive problem-solving approach to improving workflows and resolving technical issues.

I am particularly drawn to this opportunity because of the role's combination of IT support and office operations. I thrive in fast-paced environments where I can apply both my technical and organizational skills to enhance workplace efficiency. I look forward to the opportunity to further discuss how my experience can benefit Premium Merchant Funding's team.

Sincerely,

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