Rolando Sanchez  
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August 15, 2025  
  
Hiring Manager  
Synapse Health  
3755 Chase Ave  
Skokie, IL 60076  
  
Dear Hiring Manager,  
  
I am excited to apply for the IT Support Specialist I position at Synapse Health. With more than five years of experience in technical support, help desk services, and IT system maintenance, I bring the skills and dedication needed to keep your technology infrastructure running smoothly. My background in Tier 1 and Tier 2 support, combined with a strong understanding of Windows, macOS, and mobile device environments, positions me to quickly diagnose issues, resolve incidents, and provide the exceptional user experience Synapse Health is known for.  
  
At Wolverine Worldwide, I supported over 1,000 end users by managing help desk tickets, calls, and email requests in a timely and professional manner. I installed, configured, and maintained hardware and software systems, assisted with Active Directory account management, and resolved VPN and network connectivity problems. Using tools like Microsoft 365, SCCM, Intune, and ServiceNow, I ensured consistent system performance while maintaining compliance with IT policies and security protocols. I also contributed to IT projects such as system upgrades, device deployments, and audits, improving operational efficiency and reducing downtime.  
  
What excites me about Synapse Health is your commitment to innovation and a culture of kindness, collaboration, and creativity. I share these values and have a proven record of working both independently and within a team to meet deadlines and deliver results. My certifications in CompTIA A+, Network+, and ITF+, along with hands-on experience in incident documentation, network troubleshooting, and customer service, ensure I can contribute effectively from day one.  
  
I would welcome the chance to bring my technical expertise, customer-first approach, and continuous learning mindset to Synapse Health’s mission to transform the DME industry. Thank you for considering my application, and I look forward to the opportunity to discuss how I can support your IT team.  
  
Sincerely,  
Rolando Sanchez