**Francis Santos**

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Dear Hiring Manager

Greetings! First of all, I come from the Philippines.

As a skilled IT Application Support Analyst, I read your Application Support Analyst posting with interest. My experience aligns well with the qualifications you are seeking, in particular my role as a Level 2 IT Operations / Application Support Analyst at Macquarie Offshore Services - Philippines. I am certain I would make a valuable addition to your organization.

With more than 8 years' experience as an Application Support Analyst, I am adept in ITIL processes: request fulfillment, incident management, problem management, change management, team management and continuous improvement process. I excel at:

• Troubleshooting and resolving application issues escalated from end users mostly using UNIX, SQL (Sybase) and Java.

• Driving continuous improvement efforts to eliminate daily redundant and time consuming tasks by SQL and UNIX scripting.

• Functional and Technical training of junior members.

I also have previous 1 year experience in developing applications using Java and PostgreSQL.

In addition to my experience and personal qualities, I have a solid educational foundation and a passion for business efficiency. I am extremely enthusiastic about work. I would welcome the opportunity to contribute to your continued success.

Please review my resume for additional details regarding my expertise and career achievements.

You can review a summarized version in my git profile <https://santosfrancisraymond.github.io> and you can also check out the full details of my work in <https://linkedin.com/in/francisraymondsantos>

Sincerely,

Francis Santos