

**STEPHEN B. KENT**

735 College Street, Woodland, CA 95695-3941  
(530) 848-9220 cell or (530) 668-8663 home  
stephen.b.kent@sbcglobal.net

April 4, 2012

PG&E

ATTN: Customer Services, Supervisor - 12001326

To whom it may concern,

As an addendum to my resume, I am providing you with this cover letter so that I may convey my interest in working for PG&E.

I have a tenured history of working in IT with considerable experience in the areas of customer support and advocacy, policies and procedures development, standards compliance and process analysis. I have exceptional 'people' and communication skills as well as direct experience in coaching and managing diverse support teams with a keen interest in providing superior customer service. My team orientation and proactive, results-driven nature will make a great addition to your organization.

I have a Bachelor of Science degree in Business Administration and have worked closely with all levels of customers (internal, external, management and users) as well as working with customers from a retail perspective in a family-owned business.

My resume, which is enclosed, contains additional information on my experience and skills. I am looking forward to discussing my resume and qualifications with you. I can be reached at (530) 668-8663.

Thank you for your time and consideration.

Sincerely,

Stephen B. Kent