Burdzhu Bahri

IT Support Engineer Level 2

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Dear Mr.Petrov,

You must be receiving floods of resumes for the role of IT Support Engineer Level 2. So, I will cut short. I believe I would be a great fit for the IT Support Engineer Level 2 position at ETI Software Solutions. Here's what makes me confident I can pull this off.

I am working at ETI Software Solutions as Support and Testing Engineer Level 1. This experience was extremely valuable as it helped me realize that I am ready to grow up in my career to Level 2.

- I've further developed my Jira Software and Configuration I learned during my career at the company.

The reason why I consider the above a defining experience for me is the results I was able to achieve. Ticketing System helped me to improve myself by 40%.
Additionally, my work at Support team helped me gain first-hand experience in Team-work, Organization and Problem-solving.

Above all requirements, I believe you are looking for a capable person who can address challenging tasks such as being responsible for tickets resolution of production incidents that are beyond the Level 1 ability to resolve. Also providing advanced troubleshooting and production changes to resolve issues. I can fulfil this expectation, because of the ability to work under pressure, problem solving, strong analytical, organizing and troubleshooting skills and strong attention to details.

Thank you for your time and consideration. I look forward to meeting you soon and I'm happy to answer any questions you have.

Best Regards,
Burdzhu Bahri,