

Attn: Damon | Simplero

As an accomplished Development Coordinator with multiple years of diverse client/donor relations management, web development, and digital marketing experience, I am applying for the Technical Support Hero position. Attached to my application you'll find my resume and a brief description of my qualifications.

I'm a highly motivated creative problem solver and an advocate for collaborative development. I love to see the organization I care about flourish with the right approach to client relations and digital branding, which I am able to provide.

I believe that the combination of results-driven methodologies and increased client transparency can help organizations build highly efficient and successful teams that are capable of creating products and solutions that customers love.

I look forward to speaking with you in further detail about the open position and opportunity with Simplero.

Sincerely,

Taylor Dean  
[taylordean787@gmail.com](mailto:taylordean787@gmail.com)  
<https://taylordean.net>

Advertised Requirements	My Qualifications
Write and update content for the Simplero Knowledge Base.	I regularly write and maintain Standard Operating Procedure documents which exist to improve efficiencies, ensure workflows are repeatable, and optimize the time spent with employee onboarding.
Work with customers 1 on 1 through our Concierge service to help them setup or grow and expand their businesses using Simplero.	I speak to donors and partners in all communication channels. I regularly resolve conflict and assess problems to develop successful outcomes. I use these experiences to improve existing processes and reduce probability of future related issues.
You learn software fast!	I regularly create and update content in multiple WordPress environments. I took it upon myself to create custom solutions using PHP and Advanced Custom Fields, resulting in 10-25% more time saved among other users making website changes.  Additionally, I utilize HTML/CSS and JavaScript both personally and professionally in order to create front-end content.
You know how to write. Your words and thinking is so beautiful and well-crafted it brings a grown man to tears	As a result of my initiative and implementation, I now write and develop regular content for donor letters, landing pages, email marketing, and more.