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To whom it may concern,

Hello and I hope this letter meets you well.

As the primary top-tier 24/7 support for a large group of television stations I worked closely with all technical staff company-wide as well as end users. These duties included training and assistance on any and all technical equipment and tools provided to employees. My 24/7 support role illustrated the importance of reliability, flexibility and a strong work ethic to the overall success of any venture.

- I am agile and quick on my feet. As a self-starter I am able to learn new concepts quickly, combine them with my lengthy prior experience and apply both to whatever task may be at hand.

- I am a provider of great customer service and user experience: I am a four-time winner of employee of the month for my original home office location as well as a one-off corporate-wide employee of the month award.

- Outgoing and charismatic attitude. I bring to bear my communications and listening skills complemented by professionalism in addressing inquiries, product requests, and service issues.

My availability is immediate and flexible. I very much look forward to working together.

Sincerely,

Ian Horsburgh