

Juanita Sausman

IT Support Specialist

Parys Schanzer,

I'm thrilled to express my interest in the IT Support Specialist position at Google. The opportunity to contribute to a company renowned for its innovation and commitment to excellence is incredibly exciting.

With over five years at Microsoft, I've honed my skills in IT support, working on a variety of projects that demanded precision and technical acumen.

Some key achievements from my previous roles include:

- Spearheading a project that reduced system downtime by **30%**, enhancing team productivity.
- Implementing a new ticketing system that improved response time by **40%**, significantly boosting customer satisfaction.
- Leading a team to migrate over **1,000 users** to a new platform smoothly, ensuring minimal disruption.
- Training junior staff, resulting in a **20% increase** in overall team efficiency.

My expertise extends beyond technical skills; I hold certifications in several key areas and have demonstrated leadership in cross-functional teams.

Additional qualifications include:

- **Certified** in CompTIA A+ and Network+, ensuring a strong foundation in IT fundamentals.
- Recognized with the Excellence in Service award for outstanding customer support and problem-solving.
- Active participation in community tech workshops, fostering digital literacy.

Google's mission to organize the world's information and the emphasis on sustainability aligns perfectly with my values. I am inspired by your recent advancements in AI technology and am eager to contribute to such pioneering work.

I am enthusiastic about the possibility of joining Google and am open to discussing how my background, skills, and values align with the needs of your team. Looking forward to the opportunity for further conversation.

To

Parys Schanzer
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From

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