

# Dare Longton

IT Support Specialist

Dear Matthew Verdi,

I am thrilled to apply for the IT Support Specialist role at Google. With a strong foundation built over several years at Microsoft, I am eager to bring my expertise to your innovative team.

During my time at Microsoft, I honed my skills in IT support and systems management. I have consistently delivered high-quality service and technical solutions, contributing to the success of the teams I have been part of.

Some key achievements from my previous roles include:

- Spearheading a project that led to a **25% reduction in system downtime**, enhancing team productivity.
- Implementing a new support ticket system that improved response time by **40%**.
- Facilitating training workshops that increased team efficiency and knowledge-sharing.
- Leading a team to successfully migrate a legacy system to a cloud-based platform, resulting in **significant cost savings**.

In addition to my technical skills, I hold certifications in ITIL and CompTIA Security+, underscoring my commitment to professional growth. My leadership in cross-functional teams has been pivotal in driving projects to completion efficiently.

Leadership and community involvement highlights:

- **Certified ITIL Practitioner**, ensuring IT services align with business needs.
- Recipient of the Microsoft Excellence Award for outstanding service and innovation.
- Actively participate in community tech workshops, fostering digital literacy and skills.

Google's mission to organize the world's information and make it universally accessible resonates deeply with my professional values. The company's commitment to innovation and sustainability aligns perfectly with my career aspirations, and I admire your recent advancements in AI technology.

I am genuinely excited about the opportunity to contribute to Google's success and am eager to discuss how my background and skills can benefit your team. Thank you for considering my application.

Warm regards,

**To**

Matthew Verdi  
Google  
340 Mountain View Road,  
Burlington, VT

**From**

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