

# M A R Y J O N E S - S A M P L E

1234 Any Street, Sacramento, CA 95831

Work: 916.565.6762

Cell: 916.767.2676

MaryJones-Sample@live.com

LinkedIn.com/in/MaryJones-Sample

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May 6, 2014

Human Resources Department  
ABC Information Technology Solutions  
1122 - Eleventh Street, Suite 200  
Sacramento, CA 95814

Dear Human Resources Representative,

I would like to express my sincere interest in the Senior Information Technology Specialist position, Job Number LP-1011-8, in your Downtown Sacramento office.

I have demonstrated a high degree of responsibility, creativity and enthusiasm in the employment tasks I have undertaken. I am confident I will make a significant contribution to ABC Information Technology Solutions now, and an increasingly important one in years to come.

- Over 3 years experience providing call center information technology customer service and support
- Excellent oral and written communication skills; very strong technical and organizational skills
- Capable of analyzing and troubleshooting complex hardware and software office automation systems
- Knowledge of new information technology industry trends and impact on automated customer solutions
- Innovative Object-Oriented GUI troubleshooting in a client-server environment with Java (J2EE)

Following is my resume that provides additional information on my professional background. I look forward to discussing how my experience may be consistent with your organization's vision to "...create innovative, trendsetting, technology solutions."

Thank you for your time and consideration.

Sincerely,

Mary Jones-Sample

# MARY JONES - SAMPLE

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**Objective:** Senior Information Technology Specialist, Position Number LP-1011-8

## Professional Profile

- Over 3 years experience providing call center information technology customer service and support
- Excellent oral and written communication skills; very strong technical and organizational skills
- Capable of analyzing and troubleshooting complex hardware and software office systems
- Knowledge of new information technology industry trends and impact on automated customer solutions
- Innovative Object-Oriented GUI troubleshooting in a client-server environment with Java (J2EE)
- Aptitude for developing rapport with customers at all levels and maintaining strong working relationships
- Proficient in Federal, State and local legislative processes
- Software Applications: Java (J2EE), Java script language, Linux, Oracle, Microsoft Office, Windows, Lotus Suites, SAP, SoftPro, Internet browsers and proprietary software applications

## Education

- California State University Sacramento, Bachelor of Science, Computer Engineering 2010
- Sacramento City College, Associate in Arts, Computer Information Science - Programming 2007

## Professional Experience

### Information Technology

- Provide Call Center support for Microsoft Windows 7, Office 2010, Java and Oracle to high profile customers
- Analyze customer software and hardware business requirements; conduct quality assurance testing
- Record and track technical issues reported by internal and external customer; ensure customer satisfaction
- Troubleshoot Java, Oracle and Microsoft Access database inconsistencies and issues
- Install, update and provide technical assistance for Microsoft Office, Windows, Java and proprietary software
- Act as Project Lead for company-wide hardware and software conversions
- Deliver training and technical assistance on phone, online, or in person
- Develop, implement, coordinate, and deliver Microsoft Office and proprietary software training
- Administer post-program evaluation, analyze results, and implement processes for improvement

### Technical Customer Service

- Process new and renewal software business contracts averaging \$500,000 revenue per month
- Prioritize and escalate contract agreement processes to meet deadlines and departmental revenue goals
- Investigate complex software and hardware contract agreement configurations
- Negotiate renewal contract agreements based on complex configurations and required support levels
- Originate processes to convert contract-related alerts from paper notation to an automated spreadsheet
- Identify contract inaccuracies and obtain lost business averaging \$40,000 per month over a 12 year period
- Partner with sales team to obtain software contracts, proper approvals and finalize revenue recovery

## Employment Summary

- Progressive Software Solutions, **Systems Software Analyst** 6/2009 to Present
- Innovative Systems Engineering, **Desktop Support Specialist** 3/2007 to 6/2009
- State Computer Corporation, **Information Technology Specialist** 6/2002 to 3/2007
- State Computer Corporation, **Assistant Information Technology Specialist** 2/1999 to 6/2002
- River City Technology Specialists, **Systems Analyst** 5/1994 to 2/1999