

■. Cover Letter

Dear <NAME>,

I am submitting my resume for consideration for the Technical Support Specialist position at <company name>. My experience aligns well with the qualifications you are seeking, in particular, my role as a Technical Support Specialist at <company name>, and I am certain I would make a valuable addition to your organization.

My professional experience includes installing and configuring many different computer systems, successfully identifying and solving previously undiscovered hardware and software problems, meticulously documenting each fix and update for future reference, using a variety of advanced diagnostic tools, keeping systems secure and up to date and assisting both colleagues and clients with a variety of technical issues.

The following are some highlights of my experience and qualifications:

- Earned my associate's degree in Science from Wayne Community College
- Worked directly with customers/members as a technical support representative and educator for the Brigade Boys & Girls Club of Wilmington, NC
- Worked as an in-house technical support associate for a federally qualified health center in Kinston, NC
- Currently pursuing CompTIA A+ Certification
- Voluntarily received C++, C# Certifications
- Helped hundreds of customers solve problems with their home computers and personal devices
- Fixed office computer systems as well as individual work computers
- Kept detailed documentation of each case
- Followed up with customers and colleagues to ensure that no further issues had arisen
- Freelance IT Support services ranging from web development, device installation and management, to technology consulting

I am eager to bring my technical skills and team-oriented work ethic to <company name>. In addition to my experience and personal qualities, I have a solid educational foundation and a passion for computers and technology. Please review my attached resume for additional details regarding my unique expertise and abilities.

Thank you for your time and consideration.

Best,

LaVernon Pemberton I

NAME REDACTED

IT SUPPORT SPECIALIST

PERSONAL PROFILE

I am a customer service focused Technical Support Specialist with 4 years of applied experience in IT support environments in the non-profit sector. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution with an impressive work ethic in either individual or group capacities. Actively pursuing a rewarding career as an Information Technology Specialist.

ACADEMIC PROFILE

UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

BS in Computer Information Technology
2018

- IT Specialist, Black Student Union
- General Member, UNCW Cyber Defense Club

WAYNE COMMUNITY COLLEGE

Associates of Science
2016

GET IN TOUCH

[REDACTED CONTACT INFORMATION]

EMPLOYMENT HISTORY

IT SUPPORT SPECIALIST

Kinston Community Health Center, INC. Kinston, NC | Aug 2018-Present

- Provide front-line primary technical support to end users on various technical issues and problems relating to hardware, software and peripherals. Also responsible for responding to, documenting and resolving service tickets in a timely manner; with demonstrated excellent problem solving skills in order to diagnose, test, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate external vendor source.
- Perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. Support multiple platforms including desktops, laptops, mobile devices, conferencing equipment and company electronic medical records; regularly work independently, share information and assist others with work orders.
- Educate employees to understand their technical needs, perform workstation installations, troubleshoot connectivity issues, supporting office/EHR/email applications, and address other network-wide and desktop level issues.

JUNIOR IT SUPPORT SPECIALIST

Brigade Boys & Girls Club of Wilmington, NC | AUG 2017- MAY 2018

- Under immediate supervision of the Senior IT Specialist; install, configure, service, repair, and maintain information technology systems in both a stand-alone and client-server environment, including MS server, messaging Systems, and other authorized information technology systems.
- Install, configure, service, repair, and maintain hardware and software for network services, storage networking devices, and servers. Integrate multiple information systems in a networked environment, evaluate and resolve customer information system problems, effect required hardware upgrades and repair to maintain mission capability. Demonstrate exceptional customer focused service.
- Install and configure wireless hubs, routers, switches, and various transmission media, server hardware and software, and ensure the proper installation and configuration of workstation hardware and software for efficient operation on the network.

SPECIALIZATIONS

- SQL, Java, Powershell Python, C++, C#
- Linux, MAC OS, Windows, Windows Server, NextGen
- DNS Servers, LAN/WAN, TCP/IP
- Microsoft Office

Cover Letter

Dear Search Committee,

With this letter and the attached resume, I am compelled to express my sincere interest in the role of Assistant Director in the office of Undergraduate Admissions. As an accomplished talent acquisition and recruitment professional at the University [REDACTED], I have been consistent in attaining top fundraising talent for the past three years. I feel equipped and prepared to continue to champion this institution by serving the diverse student body that enables our successes.

As [REDACTED] only Talent Acquisition Manager charged with launching the first of its kind talent acquisition, retention, and management program for University Development, I have created a culture that understands the value of strategic talent management. I am responsible for identifying, sourcing, and attracting top fundraising talent to recruit to the University while supporting its 4.25 billion dollars comprehensive capital campaign. I develop and lead strategic initiatives that attract and acquire high-quality candidates and build a pipeline for future skill sets and competencies for [REDACTED] development staffing needs.

At this point in my career, I would like to transition from recruiting and mentoring seasoned development professionals to, now, assisting our university to enroll a talented and diverse student body. My intuitive disposition coupled with a personal vocation for collaboration makes me well-suited for a position that so represents the school community to prospective students. My expertise lies in successfully directing full-cycle organizational recruitment processes and managing all aspects of human resources for our fundraising staff; including candidate prospecting, interviewing, and negotiating. For more than nine years, I have excelled in dynamic recruitment environments where I have developed a keen ability to anticipate management and staffing needs by consistently identifying optimal talent to achieve or exceed goals. It is time for my polished skills to radiate amongst the exceptional future generations of minority students entering academia. As a native Spanish speaking Latina thriving in higher education, it is my duty to promote and manifest the future successes of those just like me.

I have no doubt you will find me to be an exemplary candidate for the Assistant Director position. I would be thrilled to share my distinct skillset with the Office of Undergraduate Admissions.

My proven dedication to optimizing organizational success through my expert knowledge of staff recruiting strategies will contribute immensely to the continued success at [REDACTED]. Thank you for your consideration; I look forward to speaking with you soon.

Sincerely,

[REDACTED]
Wilmarie Williams



KINSTON COMMUNITY HEALTH CENTER, INC.

Hope For Equal Access

(252) 522-9800 . Fax (252) 522-9206

P.O. Box 2278. Kinston, NC 28502

324 N. Queen St. Kinston, NC 28501

www.kinstonhealth.org

Greetings,

On behalf of the Kinston Community Health Center Inc. (KCHC), we would like to cordially invite you to attend a special ribbon-cutting celebration to mark the opening of the new Kinston Community Behavioral Health Center, in Kinston, North Carolina. We would be honored to have you participate in this event by extending your support for this monumental moment for our organization. The ceremony will be held on Wednesday 22 August beginning at 11:00 AM at 107 S. Queen St. Kinston, NC 28501.

As you may know, the Kinston Community Health Center Inc. opened its doors in the Fall of 1995 and has since then serviced Lenoir County and surrounding areas by prioritizing and providing quality and accessible healthcare to all the people of our community in the most cost-efficient manner. We are dedicated to the highest standards of primary and preventive healthcare. The Kinston Community Health Center Inc. is committed to serving as a pillar of excellence and leadership within our community as evidenced by our efforts to serve and educate our patients.

The Behavioral Health Department of the Kinston Community Health Center was previously located in the main Kinston Community Health Center building, located on 324 N. Queen St. Kinston, North Carolina. Due to the continued growth of this department, KCHC recently acquired a new office space located at 107 S. Queen St., just a few blocks down from our main facility. We are elated to continue offering quality and accessible care to all people in our community in the midst of the current exciting economic developments happening in Downtown Kinston.

We look forward to hearing from you soon to confirm your participation in this celebration. In addition, the Lenoir County Chamber of Commerce will be co-hosting the event. Please RSVP to Brittany Wilson, Executive Assistant, [REDACTED] by Monday 19 August 2019 to confirm your availability.

Sincerely,

[REDACTED]

Enclosure: Invitation

Dear hiring manager,

With this letter and attached resume, I am compelled to express my interest in the <JobTitle> position at <companyname>. I am currently seeking a fulfilling career as an Executive Assistant within the non-profit and small business sectors. My experience aligns well with the qualifications you are seeking, in particular, my role as an <JobTitle> at <company name>, and I am certain I would make a valuable addition to your organization.

My professional background has consistently been characterized by my steadfast dedication to enhancing organizational performance and achieving – and often exceeding – various administrative, operational, and strategic objectives. With the ability to leverage my communication, networking, and persuasion talents to make significant contributions within the nonprofit sector, I am confident that my proven skills and qualifications will readily translate to this position and render me a valuable asset to your team.

I am eager to bring my unique skillset and team-oriented work ethic to your organization. In addition to my experience and personal qualities, I have a solid educational foundation and a passion for communications and ethics. My academic profile sets the foundation for a didactic, effective, and comprehensive approach to the practices and principles of executive administration. With my record of success in executive support, coordinating and alliance building, coupled with my superior communication talents and my commitment to continuing my work in the nonprofit sector, I am confident in my skillset to fulfill this role.

Please review my attached resume for additional details regarding my unique expertise and abilities. I express this application as a token of my respect, curiosity, and enthusiasm for <company name>. I look forward to speaking more about my qualifications as it relates to your job vacancy in the near future.

Sincerely,

██████████

Enclosed: Resume

██

[REDACTED]

Personal Profile: With over 10 years of experience in the hospitality, non-profit and sales industries, I have a demonstrated track record of senior-level executive support. I have a strong ability to streamline processes, maximize efficiency, and foster professional relationships within organizations. My approach to work centers around what role I can play in helping others find solutions. I am committed to excellence in service. I am currently seeking a fulfilling executive support role in the non-profit and small business sectors.

Education: North Carolina A&T State University - May 2014

Bachelor of Science | Journalism & Mass Communications; Concentration in Public Relations

Work Experience

Age Wave - Administrative Assistant

September 2018 - May 2019

- Provide confidential administrative support for the office such as answering telephones, assisting visitors, and resolving and/or referring a range of administrative problems and inquiries through sound judgment, and with independent decision-making, in areas as delegated
- Schedule and organize activities such as meetings, travel, conferences, and activities for leadership; Schedule, organize, and/or coordinate meetings, events and activities as requested; ensure electronic calendar is coordinated and up-to-date
- Compose and edit correspondence and/or memorandum for internal communications; Create and/or assist with creating presentations; including charts, graphs, and/or gathering data; Establish, maintain, and update files, reports, and other confidential documents
- Handle special projects on an as-needed; Work independently on several tasks at once and display the ability to multi-task and prioritize those tasks appropriately

One World Play Project - Partnerships + Giving Administrator

July 2017 - August 2018

- Assist in the creation, organization, and management of all Partnership Team department materials, including collateral, visual assets, Partnership eNewsletter, proposals, presentations and sales microsites
- Liaison between marketing and partnership for marketing support of partnership activities
- Manage the company CRM system (BASE) and generate reports to keep team members on track with monthly sales goals and target numbers.
- Conduct market research on a variety of topics including new product categories, prospective partners, key contacts, competition, etc

Ogletree Deakins - Administrative Assistant

September 2016 - January 2017

- Prepare and process new matter documents. Receive and screen phone calls and takes messages as required. Receive and direct clients and visitors
- Coordinate travel arrangements, prepare itineraries and prepare expense reimbursement and disbursement requests. Schedules meetings and arranges for conference rooms and meals

- Communicate effectively and professionally with clients and with others in the Firm. Proactive in anticipating the business needs of the assigned attorneys
- Using word processing and document management software, prepare and process correspondence and written documentation to support attorney and client needs. Proofread documents and ensure appropriate formatting, spelling, and grammar.

Sprint - Retail Consultant

October 2014 - August 2015

- Provide a total sales solution to customers, for any of their wireless/mobility needs. This includes selling the value of Sprint's devices, accessories and service plans; maximizing Sprint-customer connections; personalizing their experience; and protecting their investment
- Meet and exceed key performance objectives, including sales and customer satisfaction goals
- Identify the right solutions for customer billing, technical and/or account issues

ARSVITA

CREATIVE. SCULPTOR. EDUCATOR.



MY WORK IS AN INVESTIGATION INTO NATURE AND HUMAN BEHAVIOR THROUGH THE USE OF ABSTRACT FORMS. WITH THESE FORMS I'M ABLE TO HIGHLIGHT THE INTERCONNECTIONS OF ALL LIVING THINGS, BRINGING SOCIOLOGICAL IDEAS TO THE PHYSICAL WORLD IN THE HOPES OF BROADENING THE UNDERSTANDING OF HUMANITY'S PLACE IN THE UNIVERSE.



TRIANGLE CLUSTER, 2013

steel sculpture



DICHOTOMY, 2018

ceramics

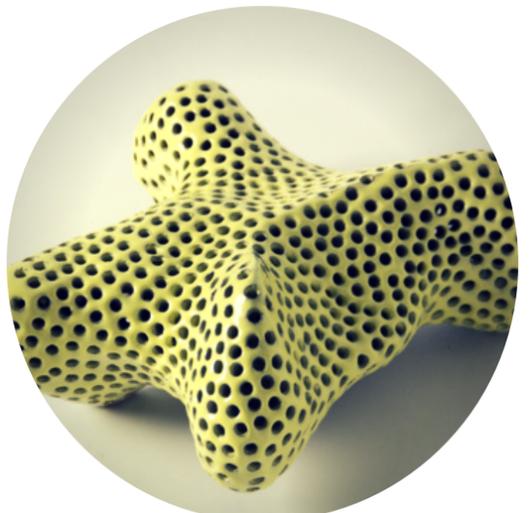


ODE MR. WEST, 2015

4ft. x 8ft. on wood panel, painting

HOLE #1, 2014

playground series, ceramics





EXHIBITION

- 2014 WE JOIN SPOKES TOGETHER IN A WHEEL:
INTERCAMPUS EXHIBITION
GATEWOOD GALLERY, GREENSBORO, NC
- ART & DESIGN STUDENT & UNIVERSITY
STAFF EXHIBITION
CVA GALLERY, GREENSBORO, NC
- BROKEN DISHES
AFRICAN AMERICAN ATELIER,
GREENSBORO, NC
- UNCG STUDENT ART LEAGUE'S 2ND
ANNUAL PINK HOUSE EXHIBITION
GREENSBORO, NC

- 2015 ARTIST IN RESIDENT EXHIBITION
SALEM, NY

FEATURES + RESIDENCIES

2016

FEATURED ARTIST AT SALT
GREENSBORO, NC

JULY- OCTOBER 2015
RESIDENCY AT SALEM ART WORKS
SALEM, NY

SPRING 2015 & 2016
CORADDI, UNCG'S MAGAZINE OF THE ARTS, VOL. 118.2.,
VOL. 118.2

STUDIES

MAY 2015

B.F.A. SCULPTURE, MINOR IN SOCIOLOGY
THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO

JUNE 2016- APRIL 2017
CULTURAL IMMERSIVE STUDY OF THE DEEP SOUTH IN
FULTON COUNTY, GEORGIA

MAY 2017- APRIL 2018
CULTURAL IMMERSIVE STUDY OF JORDAN AND THE
UNITED ARAB EMIRATES.