

Dear Hiring Manager,

I was recently informed that the **XXXX** is actively seeking to hire a quality individual to serve as a 'Computer Service Tech'. I believe I have the education and attributes required for this challenging position.

As reflected in my resume, I am a graduate of **XXXXX** with a Bachelor's in Corrections and Juvenile Justice. For over a year, I have been employed by **XXXXX** as a Probation Officer where I acquired and refined many of the requisite capabilities your open position requires including good organizational and interpersonal skills as well as working with independent supervision.

Prior to switching my major, I received undergraduate certificates in A+ and Computer Forensics. I am currently looking to take the next path in my career and pursue my passion in IT. I am currently in the process of studying for the Comptia A+ and furthering my education in the realm of IT. Before my employment with **XXXXX**, I was also a Field Service Technician for Red box where I was able to refine my mechanical and troubleshooting skills.

I consider my strong work ethic, my ability to communicate effectively, and my networking capabilities my strongest assets. I am confident that my combination of practical work experience and solid educational background has prepared me for making an immediate contribution to the **XXXX**

I hope to have the opportunity to discuss this position with you further in the near future.

Sincerely,  
**XXXXX**

# Billy Joe

XXXXXX. ▪ XXXXXX ▪ (555) 555-5555 ▪ BillyJoe@gmail.com

## EDUCATION

<b>Bachelor of Science in Corrections &amp; Juvenile Justice</b> XXXX University	Dec 2014 XXXXXX
<b>Undergraduate Certificate in A+</b> XXX Community College	May 2013 XXXXXXX
<b>Undergraduate Certificate in Computer Forensics</b> XXXX Community College	May 2013 XXXXXXX

## EXPERIENCE

<b>Probation Officer</b> XXXXXX	March 2015 - Present XXXX
<ul style="list-style-type: none"><li>• Schedules and conducts routine visits with probationers at the probation office</li><li>• Coordinates placement of adults into substance abuse programs and monitors completion</li><li>• Testifies in court proceedings and makes regular reports to the courts on offender progress</li><li>• Assists departmental supervisors and employees, County and City employees, judges, attorneys, and probationers with their requests for information, guidance, advice, etc.</li></ul>	
<b>Correctional Officer</b> XXXXXX	Nov 2011 – March 2015 XXXXX
<ul style="list-style-type: none"><li>• Monitor inmates in living areas and recreational activities</li><li>• Develop correctional reports and maintain daily logs</li><li>• Defuse disruptive behavior by verbal interventions</li><li>• Use verbal and listening skills to determine potential inmate problems, such as suicide risk, intoxication, drug usage, assaultive behavior, etc.</li></ul>	
<b>Redbox</b> Field Service Technician	April 2011 – Nov 2011 XXXXX
<ul style="list-style-type: none"><li>• Responds to dispatch calls and troubleshoot as necessary</li><li>• Loads and unloads product from automobile, residence and warehouse</li><li>• Keeps daily record of product distributed and removed from each machine</li><li>• Provides quality customer service through regular interaction and communication with coworkers, external customers, external contractors, store owners/managers and employees</li></ul>	
<b>Accounts Payable/Receivable Clerk</b> XXXX	October 2010 - April 2011 XXXXX
<ul style="list-style-type: none"><li>• Prepared batches of invoices for data entry; received and verify invoices for services</li><li>• Reconciled company credit cards; assisted in weekly payroll process</li><li>• Ensured that payments were processed accurately; assisted with claims</li><li>• Maintained records and files in accordance with established filing system</li></ul>	