Rowan Vale

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Support Operations Analyst application

Morrow Street Instruments

Dear hiring team,

A customer trying to pair a device was looking for a settings menu that no longer existed. Reviewing 120 pairing tickets at Alder Gauge Works led me to the outdated instruction. I rewrote it and checked the new steps on two device models with a product specialist. That work is why the mix of ticket analysis and hands-on troubleshooting in your posting interests me.

At Alder Gauge Works, I maintain the SQL report we use to look at the backlog each week. It lets agents narrow the queue to a device family, issue and age, then read the tickets behind a spike. I trained eight agents to use the report and wrote a guide they can refer to when they investigate a change.

My earlier support role gave me practice reproducing connection issues on test devices and documenting the steps for engineering. I would welcome the chance to discuss how I would investigate a recurring support issue at Morrow Street Instruments.

Thank you for your consideration,

Rowan Vale