

Greetings,

My name is Will Jarrell and I am writing to apply this position. I would like to take a moment to tell you about myself.

**Who am I?**

I have been working in the IT field for approximately 8 years. The most common thing you will hear me say is 'I don't know, but I'll find out.' I enjoy learning absolutely anything, but enjoy teaching that information even more. I enjoy adapting to changing situations. I enjoy playing guitar. Most importantly, I enjoy the sense that I have made someone else's day easier.

**What do I have to offer?**

In my last position, I was the leading team member to exceed specific targets, specifically:

- Proactive support using Nexthink, to proactively detect issues with hardware or software.
- Substantially increasing the success of remote support solutions as opposed to in-person.
- Feedback and ratings from users

**What's my biggest project?**

I was part of a multi-year project for a production plant employing ~1000 end users. I was part of a team involving one partner and a supervisor, as well as remote colleagues that we co-ordinated with daily. Our role was to migrate thousands of machines from the legacy domain to the acquisition domain, just the three of us. This included custom scripting to map drives from the old AD to the new domain logins. It was a mess. It was fun.

**What's the absolutely coolest thing I've done recently?**

I spent the latter part of 2020 converting bigcovefoods.com to a new all-in-one solution, rebuilding the website. I migrated the inventory, started inventory and price tracking, and introduced facebook and google integration for social media. I reformatted their recipes into a new recipe-book friendly format, helped create custom code for various product options and drop-down menus, and just generally had a blast.

**Anything Else?**

Yeah, absolutely! Find my information below, and please do not hesitate to contact me.

Thanks,

Will.C.Jarrell@gmail.com  
226-500-1000