

Dear Hiring Manager,

I am writing to express my interest in a Systems Engineer role within your organization. With over six years of hands-on experience in IT infrastructure, systems administration, and user support, I bring a strong technical foundation and a proven ability to optimize systems, improve security posture, and enhance organizational efficiency.

Most recently, I served as a Systems Engineer at Rocket Limited Partnership, where I partnered with cross-functional teams to remediate infrastructure and code vulnerabilities and successfully contributed to the merger of two enterprise-level Atlassian stacks. I also led initiatives to strengthen SaaS security, including implementing SSO across multiple platforms such as Atlassian, Cypress, BrowserStack, Retool, Five9, and Terraform. Additionally, I improved system observability by integrating SaaS tools with Adaptive Shield, enabling more informed risk assessments across the organization.

Prior to that, as a Senior Systems Administrator at Rocket Homes, I supported over 250 users, managing accounts across SaaS platforms, Entra ID, and on-prem Active Directory environments. I streamlined operations by automating workflows within Jira Service Management, reducing manual processes and increasing team productivity. My focus on documentation and process improvement significantly enhanced troubleshooting efficiency and support delivery.

Earlier in my career, I worked as a Desktop Support Technician at Rocket Central, where I provided technical support to a large user base of over 20,000 employees. I developed strong communication skills by translating complex technical issues into user-friendly solutions while collaborating with multiple IT teams to resolve escalations effectively.

In addition to my civilian experience, my background as an Information Technology Specialist in the United States Army strengthened my expertise in network administration, telecommunications, and systems maintenance in high-pressure environments. This experience reinforced my discipline, adaptability, and commitment to operational excellence.

I am particularly excited about the opportunity to contribute to a forward-thinking organization where I can leverage my experience with AWS, Terraform Cloud, SaaS administration, and automation to drive system reliability and efficiency. I am eager to bring my problem-solving mindset and collaborative approach to your team.

Thank you for your time and consideration. I look forward to the opportunity to discuss how my experience aligns with your needs.

Sincerely,  
Kameron Fisher