

# Cover Letter

## Body of Letter

My name is Andrew Sutton. I am a passionate, dedicated support professional with extensive experience in corporate, healthcare, non-profit, educational, and retail environments, including a number of years working for a large ISP here in Iowa.

I'd like to be able to bring this passion, dedication, and experience to DreamHost.

In my current role, I've become disillusioned by the often endless layers of bureaucracy, the constant changing of rules, and the poor communication that come with working in a very large government organization, but mostly, the lack of concern or compassion for the customers which aren't even called customers at all, but rather "users", which makes me a little sad.

For more than 30 years the support roles I've been happiest in have been the roles where I have external customers who are paying for the service I provide. I tend to have very happy customers because of the level of that service even in roles like I'm in today where my customers are not external.

In recent years, I've endeavored to move out of support work, but I always wind up coming back to it because it's what I know and what I do very well. Among the things I've wanted to do that were not support was web design, and so I began taking classes and moving in that direction. It didn't take me long however to discover that I am not a coder, and by extension, not a web developer, but along the way I discovered WordPress (because I *do* enjoy web things), and that discovery led me to DreamHost.

Each interaction I've had with DreamHost has ended well. The people I speak with are always professional, helpful, courteous and frankly, provide the kind of service that I enjoy providing for my own customers. That's a team that I would enjoy being a part of.

I would enjoy the opportunity to have a conversation about potential opportunities that may exist with DreamHost and hope to be able to touch base at some point.

To recap, my strengths include:

- Extraordinary emphasis on customer service
- Ability to communicate clearly and concisely



- I am passionate and enthusiastic
- I love my customers and the technology they work with

You can find out more about me and the things I enjoy on either of my websites:

[SuttonsNest.com](http://SuttonsNest.com)

[SuttonDesignWorks.com](http://SuttonDesignWorks.com)

Respectfully,

Andrew Sutton