|  |  |
| --- | --- |
| **Travis J Morris** | **4701 N. 68th Street #113****Scottsdale, AZ 85251****tmorris@godaddy.com****(928) 671-1918** |

To Whom It May Concern,

This letter is to express my interest in a position on a Product Sponsorship Team for My Account (MYA). Based on my customer-facing C3 experience combined with my QA experience with Website Tonight, I am confident I would be an excellent candidate for the position, as well as a great addition to the team.

MYA is the central point of our customers’ experience with us, and they must go through it to access any of our products. Being on the front lines with our customers' issues has made me see the importance of having their experience be as streamlined and trouble free as possible. The one take away from my time in C3 is that our customers love our support and they love our products, but if they have a complaint, it’s usually MYA. Cumbersome, convoluted, and disjointed are just some of the terms they use to describe it. Working with our customers on a daily basis has already given me a head start in identifying the root causes of those issues. Further, my recent QA experience has honed my skills in usability. That combination is perfect to help me propose more efficient solutions while on the team.

Below I have attached my resume which highlights my ability to work in teams as I do in my current position and in the completion of my degree. The attention to detail I had to develop for my design studio models and projects, and coordinating my teammates' work has benefited my QA team and will also benefit the PST. My resume also highlights my ability to learn, and to go above and beyond in my duties.

I am excited about the prospects of the PST position for MYA and I thank you in advance for your time. Please do not hesitate to contact me if you have any questions. I would appreciate the opportunity to review my qualifications with you in more detail.

Sincerely,

Travis Morris

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

|  |  |
| --- | --- |
| **Travis J Morris** | **4701 N. 68th Street #113** **Scottsdale, Az 85251****tmorris@godaddy.com****(928)-671-1918** |
| **OBJECTIVE**To obtain a PST position where I can utilize my current knowledge and skill set to improve upon our products so as to enhance the overall image and prosperity of our company.**EDUCATION****Bachelor of Science in Design in Housing and Community Development** May 2008Arizona State University College of Design, Tempe, ArizonaGPA: 3.6/4.0Participated as a team member on numerous urban design and planning studio projects, which culminated in large digital and published presentations for College of Design faculty.**EXPERIENCE****Jr. QA Engineer (Site Builders)** 04/2011 - Present**Go Daddy Software, Inc**, Scottsdale, Arizona* Working closely with other QA team members to continually test the quality, usability, and functionality of our Site Builder products.
* Use Mercury to log defects that are found.
* As project lead, assign QA tasks to ensure testing is completed on time.

**Technical Sales & Support Specialist (C3)** 05/2009 – 04/2011**Go Daddy Software, Inc**, Scottsdale, Arizona* Assist customers with unresolved issues such as purchasing, billing, and technical support and setups with our products and services.
* Consult with potential and existing customers about their needs to be able to offer solutions that will help them meet their online goals.
* Provide excellent support and service to ensure our customers receive a first-call resolution.

**Leasing Consultant** 10/2008 – 01/2009**Sares-Regis Group**, The Lofts at Rio Salado, Tempe, Arizona* Managed leasing process from start to finish through showcasing the property, overcoming objections, building relationships with prospects, and guiding them through applying and signing.
* Maintained excellent relationships with residents by resolving needs with a positive attitude in a timely manner.
* Proactive in increasing office efficiency with excellent organizational and multi-tasking skills.

**References**Available upon request. | **SKILLS**Windows XP/Vista/7Microsoft WordMicrosoft ExcelMercury Quality CenterWorld-class Customer ServiceTroubleshooting/Problem SolvingTechnical/User SupportBug FindingUser Training**AWARDS/HONORS**Graduated with Honors Cum LaudeDean’s List last 4 semestersRecipient of Arizona Robert C. Byrd Scholarship Recipient of Presidential Award of Excellence scholarship **GO DADDY** H3 CertifiedParticipate in various Round-table and product discussionsThe Go-To guy on my team for technical questionsPerform IAT duties as needed |

 |