COVER LETTER

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**Support operations · Remote US**

The problems I like don't arrive with clean names. A queue starts to look wrong, one login fails and then a whole floor does, or a change window is quietly becoming an outage and nobody has said so yet. I spent eight years getting better at that moment, and I still enjoy troubleshooting until the real cause shows up.

## 01 Keeping a desk coherent when the lead seat is empty

In February 2025 the Solution Center manager role at Mutual of America opened up, and I was asked to lead it. What interested me was the challenge, not the title: four people, a ServiceNow queue, an inContact line, and a weekly story OTDS and FIS still needed to hear. I learned the shape of that week quickly, coached the people on the queue, and kept the picture honest. In 2025–2026 the team handled 1,403 inbound contacts.

## 02 Noticing an incident before it has a name

I like the early signal more than the performance of urgency. I lead MIRT bridges and write the Statuspage updates, and I have been Bridge Captain through firewall cutovers in New York, Boca Raton, and Arizona, and through an MDF power cutover. My manager asked to see me as MIRT tech lead because I can tell when something is trending and about to become a major incident. An earlier manager put the same habit in plainer words: I stay calm and go after root cause when the pressure is on. I stay with it until someone owns it, the update is true, and the follow-through is real.

## 03 Refusing to solve the same puzzle twice

A repeat ticket usually means the knowledge is trapped in one person. That bothers me, in a useful way. I wrote 33 ServiceNow articles for the issues that kept coming back, and I worked with our developers on identity onboarding and offboarding so a new hire or a departure was a workflow, not a memory test. I still own that. Off the clock I built writeworkspace.com, learnbytyping.com, and charactercombat.com, because I like making the tool I wish already existed. The desk and the products come from the same itch: find the friction, then take it away for the next person.

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I live in Plantation, Florida. My last day at Mutual of America is 2 November 2026, and I can start after that. I am looking for fully remote work in the United States. I would enjoy walking through any of this with you.

**Sean Bipat**