Kylie Applicant

123 Main Street, Anytown, CA 12345 · 555-555-5555 · kylie.applicant@email.com

September 1, 2018

Xander Lee

Director, Human Resources

Acme Software

123 Business Rd.

Business City, NY 54321

Dear Mr. Lee,

I am very interested in the Help Desk Technical Support position that you have advertised on Indeed.com. I believe my training, experience, and proven ability as a Tier One Technical Support Specialist and Help Desk Technician will allow me to significantly contribute to the productivity and quality of your company's IT division.

In reviewing the attached resume, you will note that I have acquired valuable experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I possess a unique talent for translating highly complex technical information into terms and concepts that the end users can readily grasp. These skills have enabled me, in my most recent position, to reduce our response time to trouble tickets by 45%, vastly improving our client satisfaction ratios.

Furthermore, I am multi-task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the IT field.

If you are seeking an IT professional who has excellent people and problem-solving skills and who can easily provide optimum support to your MIS operations, then please consider what I have to offer.

I believe it would be mutually beneficial for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals. I will call your office in a few days to inquire about the possibility of a meeting.

Thank you for your time and consideration.

Sincerely,

Kylie Applicant