

HELP DESK COVER LETTER

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Hiring Manager's Name
341 Company Address
Palo Alto, California, 94301
(xxx)xxx-xxxx
hiring.manager@gmail.com

Dear [Hiring Manager's Name]

I'm confident I'll be an excellent fit as [Company Name]'s next Help Desk Technician. As a solution-driven Help Desk Specialist with 6+ years of experience in delivering fast and effective support to clients and end-users, I am excited to offer my analytical, technical, and problem-solving abilities in a new role.

With my hands-on knowledge of computer software and hardware systems, excellent diagnostic skills, and high-level communication abilities, I am well-versed in responding to queries, resolving computer hardware and software problems, and implementing effective solutions. Currently, as IT Help Desk Specialist for Discovery Benefits, I deliver well-rounded technical support to 2000+ users daily, including conducting troubleshooting and resolving IT-related and application issues to maintain optimal service efficiency. Please consider the following highlights of my key strengths and contributions:

- Maintained a closing average of 50 calls per day with an 80% first call resolution ratio
- Repaired emergency networking issues with 24/7 remote support to avoid potential loss of revenue for franchises and corporations
- Technical proficiencies in Service Now, Remedy, Manage Engine, TCP/IP, and LAN/WAN technologies

It would be a pleasure to learn more about [Company Name]'s needs, and I welcome the chance to provide further insight into my technical abilities and personal attributes. Thank you for considering my candidacy for this position, and I hope to hear from you soon.

Sincerely,

Your Name

Dear Job Seeker,

If you're struggling to write your cover letter, don't worry. You're in good company – everyone struggles with it. For a high quality cover letter that will land you employment, we recommend [consulting the certified experts at Resume Writer Direct](#). (Yep, they can also help you with your resume!)

Or, here's some other content that might help you finish your cover letter.

- [Cover Letter Builder](#)
- [How to Write a Cover Letter](#)
- [Cover Letter Examples by Industry](#)

Oh, and by the way, you're also going to need a resume.

- [Free Resume Builder](#)
- [How to Write a Resume](#)
- [Resume Samples by Industry](#)