**TECHNICAL SUPPORT COVER LETTER**

08/20/20XX

Elizabeth Vu

Hiring Manager

Lindley’s

2322 Michigan Avenue

Pittsburgh, PA 15213

Dear Ms. Vu,

I was overcome with excitement to read the recent job opening for a technical support position over at Lindley’s Emporium. At Intelligent Enterprises, I successfully resolved 98% of issues raised by customers across 4 years, responding to 30+ phone calls and emails per day. I’d be thrilled to apply my skills toward becoming a useful addition to your customer service team.

I understand that this role requires patience and excellent communication skills alongside technical know-how. I’m pleased to offer all of these qualities: at Intelligent Enterprises, I solved over 2000 customer queries and complaints with zero unpleasant incidents. It’s thanks to my reliability and calm approach that I received a commendation for Outstanding Performance and maintained a flawless troubleshooting record with 96% customer satisfaction.

One of the things that definitely drew me to Lindley’s is your admirable devotion to ensuring quality service through and through. Good technical support, naturally, constitutes an important part of that. I always strive to deliver the best help whenever I’m assisting a client. I can confidently say the experience I collected so far is the #1 reason why 9/10 of my callers choose to stay with the company, even after threatening to leave.

I’m eager to discuss my suitability and skills in more detail, and I’d be very open to showing you exactly how I can transfer all of the above into my daily performance at Lindley’s tech support team.

Best regards,  
  
Phil Vargas, Technical Support Specialist