**IT COVER LETTER**

July 27, 20XX

Mr. Thomas Jones  
HR Manager  
ABC Corp  
15 Elm Street  
Sometown, DE 55555

Subject: IT Helpdesk Technician, Advertised on Monster  
  
Dear Mr. Jones,  
  
I am interested in joining your tier 1 helpdesk team. A longtime fan of ABC Corp’s commitment to customer service, I bring to the table a strong customer service mindset combined with technical skills honed throughout my 15 years of helpdesk experience.

Key strengths include:

* High-volume ticket management. In my current position as helpdesk support specialist for XYZ Co, I handle 1,725+ tickets per month, fully resolving and documenting issues for future reference.
* A track record of consistently meeting or exceeding performance targets correlated with call handling and customer satisfaction goals.
* Technical knowledge:
* Windows (all versions); Windows Server 2003, 2008 R2 and 2012; macOS; Unix
* Microsoft Active Directory Services
* LAN, WAN and WiFi network technology (DNS, DHCP, NTP, SNMP and Nagios)
* MS Office 365/Exchange
* Recognition for exceptional service delivery through “ACE Team Member” awards.

Mr. Jones, if you are seeking an experienced, tech-savvy and customer service-oriented helpdesk technician with the proven ability to establish excellent relationships with customers, employees, vendors and manufacturers, we should speak.

I look forward to learning more about this position and can be reached at (555) 555-5555 or mf@somedomain.com. Thank you for your time.  
  
Sincerely,

Maria Frankel