

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Your Email Address]
[Your Phone Number]
[Date]

[Hiring Manager's Name]
[Company Name]
[Company Address]
[City, State, ZIP Code]

Dear [Hiring Manager's Name],

I am writing to express my interest in the IT Support position at [Company Name], as advertised. With hands-on experience in helpdesk environments, I am confident in my ability to deliver effective technical assistance and exceptional customer service to your team.

In my previous role at [Previous Company], I provided first- and second-level technical support for over [number] users, troubleshooting a wide variety of hardware, software, and network issues. My expertise includes ticket management, remote diagnostics, system upgrades, and resolving user concerns with patience and professionalism. I am adept at using helpdesk tools such as [Mention any relevant tools/software], and am skilled in documenting solutions for recurring issues to ensure knowledge sharing across the team.

My strong communication and interpersonal skills have enabled me to explain technical concepts to non-technical users, ensuring a positive user experience. I thrive in fast-paced environments, excel at prioritizing competing requests, and am always eager to learn new technologies to better support colleagues and clients. My commitment to customer satisfaction and problem resolution makes me confident I would be a valuable asset to your IT support team.

I welcome the opportunity to discuss how my background, skills, and certifications can benefit [Company Name]. Thank you for considering my application. I look forward to your response.

Sincerely,
[Your Name]