

COVER LETTER EXAMPLE:

ALLISON WILLIAMS

(555) 555 - 5555

Email address

April 1, 2020

Sam Smith, Human Resources Manager
Brookhaven National Laboratory
20 Brookhaven Avenue
Upton, NY 11973

Dear Sam Smith:

I am responding to your advertisement for the position of Helpdesk Technician you have posted on Brookhaven's Career Portal. After reviewing the job description, I am confident that my skills and experience are a perfect fit for this position and I am very eager to submit my credentials for your review.

As you will see from my attached resume, I have four years of experience working as an IT Help Desk/ Customer Support Specialist for the United States Marine Corps, providing Tier 1 level support for workstations, and servers and providing outstanding customer service to resolve issues quickly and effectively. In addition, I was responsible for overseeing the operation of computer hardware systems and integrated equipment.

While I take pride in my technical abilities, I am equally proud of my ability to develop positive working relationships with my users and manage their service expectations. Customers need to know that you understand what they are going through and being able to empathize with them is an invaluable skill and something that I have been recognized for by senior leadership in the Marine Corps. I manage my time well and know how to prioritize my tasks to result in optimal performance and service delivery. My high level of professionalism and solid communication skills support my work both individually and in a team setting.

I am confident that my skills and previous experience will be an asset to your organization and I look forward to hearing from you to further discuss my qualifications. I can be reached at (555) 555-5555 or email address. Thank you for your time and consideration of my application and I look forward to hearing from you soon.

Sincerely,

Allison Williams