**Jenny Austin  
Help Desk Support Specialist**

123 Your Street, Your City, ST 12345, (123) 456-7890, email@example.comhorizontal line

4th September 20XX

[Hiring Manager]

123 Address St

Anytown, ST 12345

Dear [Hiring Manager],

I am writing to apply for the Help Desk Support Specialist role at [Company Name] that I recently saw advertised on [job board].

With 5+ years of experience in IT service desk and help desk operations, I believe I am the ideal candidate for this position. I am well versed in problem- solving, troubleshooting, and customer service, and I have a knack for quickly understanding and responding to user needs.

During my current role at [Company], I have provided help desk support to a wide range of users with varying technical abilities. I have handled hardware and software issues, including installation, configuration and troubleshooting. I have also worked with customers to provide them with technical support, training, and advice.

My analytical, organizational, and communication skills make me an excellent fit for the Help Desk Support Specialist role. I am able to effectively prioritize tasks and manage multiple requests at a time without compromising the quality of my work. I also have strong interpersonal and problem- solving skills that allow me to easily interact with customers.

I am confident that I can excel in this role and am ready to hit the ground running. I am also excited by the prospect of helping [Company Name] continue to deliver exceptional customer service.

Thank you for your time and consideration. I look forward to hearing from you and discussing how I can contribute to your help desk operations.

Sincerely,

**Your Name**horizontal line