**Jenny Austin  
Service Desk Manager Representative**

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 Service Desk Manager position at [Company Name]. With my extensive experience in IT service management and customer service, I am confident in my ability to lead your team and provide outstanding service to your customers.

I have over ten years of experience in IT service management, having worked in a variety of settings. During this time, I have successfully managed a multi- site IT service desk, overseen IT systems and process reviews, and implemented service improvement plans. I have also implemented a number of customer service initiatives that resulted in increased customer satisfaction.

My experience and qualifications make me an ideal service desk manager. I am able to build strong relationships with customers and lead cross- functional teams to provide excellent service. I am also a great problem solver and am able to quickly identify and resolve customer issues.

I am passionate about providing exceptional service and am confident that I can be a great asset to your team. I look forward to discussing this opportunity further and discussing my qualifications in more detail.

Thank you for your time and consideration.

Sincerely,

**Your Name**horizontal line