**Robert Smith**

**IT Service Desk Analyst**

**1737 Marshville Road, Alabama, (123)-456-7899, info@qwikresume.com www.qwikresume.com**

[Today’s Date]

[341 Company Address]  
[Company City, State xxxxx]  
[(xxx) xxx-xxxx]  
[hiring.manager@gmail.com]

Dear [Mr./Mrs./Ms.] [Hiring Manager’s Name],

I am thrilled to put forward my application as an enthusiastic candidate for the IT Service Desk Analyst position at \*\*\*. As a self-driven, motivated, dedicated, and enthusiastic professional, I strongly believe that my service and experience record will perfectly match your job description. My immense background in the field complemented by my passion for customer support will bring about a positive impact on your organization. During my tenure at \*\*\*\*, I have received intensive training in the field and have excellent multitasking and interpersonal skills. My analytical and critical thinking abilities allowed me to perform my duties efficiently. I have multiple certifications (list some of the certifications) and constantly keep updating myself with the new developments in the industry.

Some of my areas of responsibility include –

* Configuring network access accounts, installing and upgrading hardware and software; providing training to end-users, escalating unresolved issues, and providing back-end online/telephonic support
* Developed more than 100+ base solutions for common issues faced by customers, and targeted around 25 specific troubleshooting
* Trained and motivated 50 employees on customer support responsibilities and made them proficient in responding to calls immediately
* Solved 90% of the first-call solution, and attained a 95% customer satisfaction rate
* Delivered technical support via phone as well as online for first-call resolution of 60 reported assistance requests each week.

These qualifications, supplemented with my experience and educational credentials, put me in a place wherein I trust that I can surpass the expectations that you are looking for from your new IT Service Desk Analyst. I look forward to an opportunity to learn more about \*\*\* and to discuss how I can contribute my assets at your place.

Thank you for taking the time to review my credentials.

Sincerely,

[Your Name]