**Robert Smith**

***Contact details***

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**IT Support Analyst**

[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 writing this job application to be considered as the strong prospect for the available role of IT Support Analyst with your firm. I have a Bachelor's degree in Computer Science and a terrific experience in providing IT Support to the end-users; thus, I have a strong foundation of technical expertise to troubleshoot and fix IT-related issues. I am super confident that I am well-positioned to become your next IT Support Analyst.

Currently, I am serving as an IT Support Engineer in ABC Technologies offering my expertise in desktop and hardware support to a good number of clients. Please go through the below list of my job credentials to understand my role suitability:

* Provide technical assistance to the end-users.
* Diagnose and resolve VPN connectivity issues.
* Negotiate and procure IT equipment from the third-party vendors.
* Maintain status of the support tickets.
* Sort and prioritize the issues based upon the degree of urgency.
* Develop manuals for the company's employees.
* Train the new analysts.

I have splendid phone and email etiquette to address customer IT-related concerns timely. I have a unique blend of analytical thinking, excellent time-management, awesome deadline-orientation, and technical skills in hardware, software, and IT applications. It would be my pleasure to work with your IT trend-setter organization.

Thank you for reviewing my application. I am submitting my detailed resume to deliver added information about my educational qualifications and professional achievements and hoping to meet you in person and supplement more knowledge on my strengths.

Best Regards,

[Your Name]



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