**Robert Smith**

***Contact details***

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**Service Desk 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],

As a motivated, self-driven, dedicated, and enthusiastic professional, I strongly want to join as a Service Desk Analyst in a company like yours wherein my dedication will significantly contribute to the growth and advancement of your mission.

My immense background in the field complemented by my passion for customer support will bring about a positive impact on your organization as your new Service Desk Analyst.

During my tenure previously at \*\*\*\*, I gained a unique combination of abilities that will suit me to take up the next step in my profession. Throughout my professional history, I have consistently offered both my service and technical support to the in-house staff as well as external clients. That said, I had been performing duties, like training recruits as well as troubleshooting any relevant technical issues.

Consider the following highlights from my qualifications:

* + - * Formulated close to 100 knowledge base solutions. These encompass operating procedures for customer-specific troubleshooting as well.
* Accomplished 70% call resolution every month and achieved a 97% client satisfaction rate on my abilities in troubleshooting.
* Trained 40 new hirelings on client service duties, like responding to assistance request calls, etc.
* 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 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]



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