**Janet Smith**
100 Springhill Road
Plainview, WV 25000
*jsmith@email.com*
[Insert Date]

**Bob Moore**
Director of Human Resources
**ABC Technology**
707 MLK Boulevard, Suite 100
Summertown, WV 20000

**Dear Mr. Moore,**

I was pleased to see ABC Technology's position announcement seeking Customer Service Agents in Sunday's issue of the Daily Mail. I earned my associate's degree in IT administration at **West Virginia Technical College** in 2015 . My two years of customer service experience in a mid-sized technology company’s helpdesk center have provided me with critical skills for success. Your company seems like it would be an excellent fit for my experience, education, and interests.

After graduation, I began working for my current employer, **XYZ Software**. Employing approximately 100 individuals, the company primarily produces software for security management. In my role as a helpdesk assistant, I take incoming service requests, questions, and complaints via telephone and email. Determining the appropriate solution, prioritization, escalation as required, and electronic file documentation are key contributions I make toward the overall quality of a customer's experience.

During my time in my current position, I have received over 40 five-star reviews from customers that I have assisted. Two of my reviews are utilized on the company's website as testimonials. My excellent internal reviews have led to increased, progressive responsibility over the past year. I now assist new helpdesk employees with basic onboarding and mentorship for proper telephone etiquette.

Developing my skills has been one of the most rewarding parts of working in customer service. Using various computer systems, keeping digital records, answering high volume calls, and taking responsibility for the end result of a customer's request have provided me with the ability to work efficiently and effectively in a service environment. Team building, accountability, and goal setting have been part of my training.

Despite all that I have learned with my current employer, it is time for me to move forward into a more challenging position. The current opening at **ABC Technology** offers an exciting next-step in a technology services career path with greater opportunity for personal and professional growth. My background in technology and customer service at a high-volume center provides me with the necessary skills to succeed. A strong dedication to excellent customer care, evidenced by customer and employer reviews, demonstrates that I'd be an asset to your company.

Warm regards,
[Insert signature]