1234 Chelsea Road,

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LinkedIn: linkedin.com/in/arjunkumar 29 October 2017

Jane Smith

HR Manager

Elite ICT Support Services

PO Box 1234

Wellington 6011

Dear Jane

**Re: ICT Service Desk Agent**

I am writing to apply for the position of ICT Service Desk Agent at Elite ICT Support Services as advertised on Seek. Please find attached my curriculum vitae to support my application.

I have extensive experience working as a Technical Analyst while at Symantec and as a Lead Operations Specialist at IBM, India. Within each of these roles, I managed incidents through calls, emails, chats and face-to- face from commencement through to completion. My role also included managing equipment failure and assisting staff by resolving ICT hardware, software and networking system issues. I have experience with Windows 7, 8, 10 and Microsoft Office applications including Lync. In addition, I have an ITIL Foundation Certificate and MCSA certification.

Having recently completed a Graduate Diploma in Information Technology, Wellington Institute of Technology, I understand the New Zealand ICT system and am familiar with New Zealand best practices. Throughout my studies I worked at Burger King, which has assisted me to appreciate the New Zealand workplace culture, with its focus on teamwork.

I have worked with clients from the UK, USA and India through my roles at Symantec and IBM. I enjoy working with clients and while I was at Symantec I achieved an average 85 percent first call resolution rate and 90 percent customer satisfaction rate. One of my qualities is my ability to resolve issues calmly and efficiently.

I am dedicated to continuous learning and am a member of the IT Service Management Forum in Wellington and Wellington Windows Infrastructure and Azure User Group. I enjoy staying up to date with developments within the ICT industry and attend meetings once every fortnight.

The values of Elite ICT Support Services around honesty, trustworthiness and customer service appeal to me.

I have always gone the extra mile when working with customers, following up on queries internally and with third party providers and keeping customers informed at every step of the way.

I am very excited about this opportunity with Elite ICT Support Services and believe that I would both add value within your team and fit into your team culture extremely well.

Thank you for considering my application. I look forward to hearing from you.

Yours sincerely

Arjun Kumar