Job link: <https://www.seek.com.au/job/82938434?type=standard&ref=search-standalone#sol=55e9b09639a076c57293f0699835977d93d4b600>

Cover letter:

Sumit Tamang  
504/90 Swain Street  
Gungahlin 2912  
[sumitlama41@gmail.com](mailto:sumitlama41@gmail.com)  
1/04/2025

Chris Brydon  
Tektalent  
  
Subject: Application for Service Desk Analyst Position

Dear Chris,

I am excited to apply for the **Service Desk Analyst** position at **Tektalent**. With a solid background in **customer service, a working knowledge of Microsoft 365, and a passion for IT**, I am eager to contribute to your team’s mission of delivering innovative software solutions.

In my current role as a Retail Manager, I have been ma**naging the ticketing systems, CRM Softwares,** and resolved over 50 user inquiries daily**, sharpening my organizational and problem-solving skills.** This experience, paired with my self-study of ITIL service management concepts, aligns with Tektalent’s need for a coordinator who can oversee ticket triage, allocation, and process improvements in a high-performing service desk environment.

I am particularly drawn to this role because of Tektalent’s **exceptional culture and clear progression path**. My recent exploration of IT environments through personal projects, like setting up a home network, has deepened my enthusiasm for **transitioning into a** **technical career**, and I am thrilled at the prospect of growing within your innovative team.

I would welcome the opportunity to further discuss how my skills align with your team’s needs. I am available at your convenience for an interview. Thank you for your time and consideration.

Sincerely,  
Sumit Tamang