

Bhavya Vaghela

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March 18, 2025

Hiring Manager

Robert Half

Toronto, ON

Re: IT Support Specialist Position

Dear Hiring Manager,

Please accept this letter and my accompanying resume as my application for the position of IT Support Specialist, as advertised on Indeed.com on January 15, 2025. Currently, I am studying Computer Programming and Analysis at George Brown College and will graduate in April.

With a strong foundation in IT support and technical troubleshooting, along with hands-on experience working with Office 365 and Windows-based environments, I am confident in my ability to provide effective and proactive IT support to your team. My experience includes:

- Troubleshooting Windows OS and Office 365 issues, reducing downtime by 30%.
- Providing Tier 1 and Tier 2 support, resolving network connectivity, access management, and system performance concerns.
- Assisting non-technical users with IT training, onboarding/offboarding, and account management.
- Documenting IT processes and implementing solutions to improve operational efficiency.

I admire Robert Half's commitment to connecting skilled professionals with top companies and fostering career growth. Your focus on excellence and professional development aligns with my passion for continuous learning and providing high-quality IT support. My ability to diagnose technical issues, work collaboratively with teams, and ensure seamless IT operations makes me a strong fit for this role.

Thank you for taking the time to consider my application for the position of IT Support Specialist. I am eager to bring my technical expertise, problem-solving skills, and customer-focused approach to Robert Half. Please contact me at Vaghelabhavya257@gmail.com or 437-443-9898 to set up a time to meet.

Sincerely,

Bhavya

Bhavya Vaghela