

Dear Hiring Manager,

I am writing to express my interest in the open position at your company. With over 5 years of experience working with customers and clients in the IT field, I believe I have the skills and experience to make a valuable contribution to your team.

I am a highly social, self-motivated person with a strong drive to help increase the prosperity of a business while working to enhance its reputation. I have excellent customer service skills and a deep understanding of customer needs, which have helped me to cultivate key relationships and consistently generate new business.

In addition to my customer service skills, I have a background in programming. I hold a bachelor's degree in Hardware Computer from Qazvin Islamic Azad University and a Frontend Development Program Vocational College (Yrkeshögskolan) at Hyper Island in Sweden. My school projects include "online Shopping with React," in which I built an e-commerce shop using React, with a focus on pair/mob programming, TDD, and Scrum sprints; "Todo list with React," in which I developed a Todo list while learning basic React; and "Create Shooting Game," in which I built a shooting game with Phaser.

In my most recent position as a UI/UX Designer at DocLounge, I redesigned the company's website, resulting in increased user satisfaction and page views by 35%. In my previous position as an ITIL Implementation Expert at Parand Tech Group, I analyzed existing processes for effectiveness and efficiency and developed improvement strategies based on Agile principles. As a Technical Support Supervisor at Shooka, I developed an effective incident tracking methodology and call flow processes, and oversaw the day-to-day operations of a 24/7 technical support center.

I believe that my combination of programming skills, working with Agile and customer service experience make me uniquely qualified for this role. I am confident that I can use my skills and experience to make a positive contribution to your team. Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to the success of your company.

Sincerely,
Nooshi