Jesus Perry L. Caudilla

Human Resources Director

Microsoft Philippines

11F, One Ayala West Tower

Ayala Avenue, corner Edsa

Makati, 1223 Metro Manila

Dear Mr. Caudilla,

I am writing to express my enthusiastic interest in the IT Support Engineer position at Microsoft Philippines, as advertised online on Facebook. My name is Jonas G. Generao, and I recently graduated with a Bachelor of Science in IT, majoring in Information and Network Security. After conducting thorough research on Microsoft's commitment to innovation and technological advancement, I am eager to contribute my skills and knowledge to your esteemed organization.

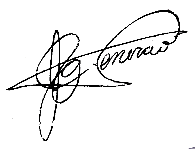
In my recent role as a Technical Support Representative at Harte Hanks, I honed my abilities to handle diverse IT challenges effectively. My responsibilities included addressing user concerns, such as password recovery and account security breaches. This experience not only strengthened my technical skills but also enhanced my problem-solving capabilities in a fast-paced environment.

My academic background has equipped me with a solid foundation in Information and Network Security, providing me with a comprehensive understanding of the intricacies involved in IT support. My coursework and hands-on projects have afforded me the opportunity to develop a diverse skill set, encompassing network troubleshooting, system administration, and cybersecurity.

As an individual committed to continuous learning, I stay abreast of industry trends and emerging technologies. I am confident that my technical proficiency, coupled with my passion for providing exceptional IT support, aligns seamlessly with the requirements of the IT Support Engineer role at Microsoft Philippines.

In my previous position, I consistently demonstrated a proactive approach to problem resolution, ensuring that user issues were resolved promptly and efficiently. I am confident that my dedication to delivering high-quality support aligns with Microsoft's commitment to excellence.

Enclosed is my resume, which provides a more detailed overview of my skills, experience, and achievements. I am excited about the prospect of contributing to Microsoft's success and would welcome the opportunity to further discuss how my skills align.

Sincerely,

Jonas G. Generao