

# Joel Jimenez

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Hiring Manager  
Infosys

2400 N Glenville Dr Ste  
150, Richardson,  
TX 75082

Dear Hiring Manager:

As a great problem solver and a team player I resolve customer issues efficiently and on time. My ability to pay attention to detail contributes to resolving issues quickly and efficiently while ensuring high quality work and on-time customer service. My commitment to continual improvement, expanding of knowledge and serving others makes me a strong candidate for your organization.

As a service desk agent with Concentra Urgent Care, I had the opportunity to use ServiceNow and expand my communication and problem solving skills by collaborating with multiple teams to resolve issues for both employees and the organization. The importance of medical equipment failures motivated me to resolved issues quickly. None of those things would have been possible had I not understood the perspective of an employee/patient role and familiarized myself with the importance of business impact.

We practice ITIL in our daily life. Like making a meal for example. Service Strategy would be the plan to make a meal. Service Design is the funds for the ingredients. Making the meal is Service Transition. The day to day activities are Service Operations while Continual Service Improvement is trying to make our lives more efficient by saving time, costs, or upgrading technology.

I am looking forward to advancing in my career, and I appreciate you taking the time to consider my application for a role as a Tech Support Associate in your organization. I very much look forward to the opportunity to speak with you over the phone about my interest in this position.

Sincerely,  
Joel Jimenez