

# John Doe

Dear Hiring Manager,

I am excited to apply for the IT Service Delivery Specialist role at Carlisle Homes, an Australian-owned company that resonates deeply with my passion for technology and community building. With a background in Biomedical and Computer Science, complemented by my practical experience in IT support and customer service, I am eager to contribute to your mission of enriching lives through quality homes and superior customer service. In my previous role as a Customer Service Agent/Salesforce Project Lead at Household Capital, I successfully implemented Salesforce Email-to-Case, streamlining ticketing and group inbox management, and significantly enhancing customer service efficiency. I also led the entire project lifecycle, from planning and testing to deployment and user adoption, ensuring successful execution and alignment with business objectives. Moreover, I have honed my problem-solving skills and ability to provide high-level IT support across a multi-site operation – skills your role requires. What excites me about Carlisle Homes is not only your commitment to quality and community, but your dedication to your employees' wellbeing and growth. Your Family Friendly Program, wellbeing sessions, and ongoing learning and development opportunities align with my values and aspirations. I am confident that my technical skills and customer-centric approach, coupled with my enthusiasm for continuous learning, make me an excellent fit for your team. I look forward to the possibility of contributing to your award-winning service delivery and being part of the continuous improvement of your IT processes.

Sincerely,

John Doe