

# Joel Paterno

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Dear Hiring Manager,

As a Computer Science graduate from Monash University with a robust background in customer service and technical support, I am excited to apply for the Helpdesk Analyst role at Antipodes. With my proven problem-solving skills, comprehensive understanding of both Windows and Mac operating systems, and familiarity with networking concepts, I am confident of my ability to provide exceptional first-level technical support to your employees and clients. In my previous role as a Customer Service Agent and Salesforce Project Lead at Household Capital, I led the successful implementation of Salesforce Email-to-Case, a project that demanded thorough technical research, problem-solving, and cross-team collaboration. This experience, coupled with my hands-on skills in hardware and software troubleshooting, makes me adept at quickly diagnosing and resolving a wide range of IT issues. Furthermore, my strong communication skills, honed through interacting with diverse clients and collaborating with multiple teams, will enable me to provide clear guidance to users and maintain a high level of customer satisfaction. Antipodes's emphasis on continuous learning and professional development aligns perfectly with my career goals. I am particularly attracted to the opportunity to participate in IT projects and initiatives, which will allow me to leverage my skills effectively and further my knowledge in the field. I am eager to bring my problem-solving skills, technical competence, and commitment to customer satisfaction to the Helpdesk Analyst role. I welcome the opportunity to discuss my qualifications further.

Sincerely,  
Joel Paterno