

# Joel Paterno

joelpaterno1@gmail.com | 0438 219 671 | Brighton, VIC

<https://joelpaterno.tech>

14 10 2024

Dear Hiring Manager,

In my search for a new opportunity where I can leverage my skills in IT support and my passion for technology, I was excited to come across the Technical Support Engineer position at Benchmark IT Services. As a Computer Science graduate with hands-on experience in troubleshooting and customer service, I am confident I can contribute to the successful execution of projects and enhancement of your technical capabilities. During my tenure at Household Capital, I was instrumental in the implementation of Salesforce Email-to-Case for efficient ticketing and group inbox management. This experience has equipped me with the necessary skills to manage and resolve IT-related inquiries and support requests, and to guide users through step-by-step solutions. I have been recognized for my ability to collaborate with cross-functional teams and manage resources effectively, ensuring we meet project timelines and deliverables. I thrive on challenges and constantly update myself with the latest industry trends and emerging technologies, aligning with your company's focus on maintaining a competitive edge. I am impressed by Benchmark IT Services' commitment to operational efficiency and client satisfaction. I am certain that my customer service skills, coupled with my technical knowledge, will allow me to ensure high levels of satisfaction and repeat business. I look forward to the opportunity to contribute to your team and to further discuss how my skills and experiences can meet your needs.

Sincerely,  
Joel Paterno