Jun Zhou

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0476100764

Dear Lisa Whitehorn,

RE: Service Desk Analyst

I am writing to express my keen interest in the IT Support position, as advertised on Seek.com.au. With a solid foundation in IT support and a passion for delivering exceptional customer service, I am confident in my ability to contribute effectively to your team and help drive technological advancements.

Allow me to highlight some key qualifications and experiences that make me a strong candidate for this role:

1. Customer Service Excellence: Throughout my career, I have consistently demonstrated a customer-centric approach, ensuring customer satisfaction by delivering prompt, effective, and friendly technical support. I have honed my communication and problem-solving skills to efficiently resolve issues while maintaining a positive and professional demeanor.
2. Documentation and Reporting: I possess strong organizational skills, attention to detail, and the ability to maintain accurate records. I have experience documenting support activities, creating user guides, and preparing technical reports to enhance knowledge sharing and process improvements.
3. Team Collaboration: I thrive in collaborative environments and have a proven track record of working effectively with cross-functional teams to diagnose and resolve complex technical issues. I am confident that my technical acumen, dedication to customer service, and strong problem-solving skills make me an ideal fit for the Service Desk. I am excited about the opportunity to contribute to your organization's success and play a key role in supporting your clients' IT needs.

Enclosed is my resume, which provides additional details about my qualifications, education, and work history. I would welcome the opportunity to further discuss how my skills align with your requirements during an interview.

Thank you for considering my application. I look forward to the possibility of contributing to Your IT team and demonstrating my commitment to excellence in IT support.

Sincerely,

Jun Zhou