**Jun Zhou**

Mobile: 0476100764

Email: [zhoujun418331@gmail.com](mailto:zhoujun418331@gmail.com)

Harrison, Canberra 2914

Australia Citizen

RE: Service Desk Analyst

Dear Amanda,

I am writing to express my strong interest in the IT Help Desk position at Penten, as advertised on seek.com. With my background in information technology, technical support, and a commitment to providing exceptional customer service, I am confident in my ability to contribute to the success of your team.

Throughout my career, I have gained valuable experience in troubleshooting and resolving technical issues, as well as supporting end-users effectively. My technical skills, combined with my ability to communicate complex technical information in a clear and user-friendly manner, have allowed me to consistently provide top-notch support to customers and colleagues.

My educational background, including an Information Technology Diploma from TAFE NSW and an Information Technology Certificate IV from the Canberra Institute of Technology, has equipped me with a strong foundation in IT principles and practices. I am well-versed in IT software and tools and am adept at navigating various technical systems.

I am particularly drawn to Penten because of your reputation for innovation and your commitment to delivering outstanding solutions to your customers. I am excited about the opportunity to contribute my skills and knowledge to your IT Help Desk team and help ensure that end-users have a seamless and positive experience with your products and services.

In addition to my technical skills, I am known for my strong work ethic, attention to detail, and ability to work collaboratively with cross-functional teams. I am eager to bring my problem-solving abilities to Penten and assist in maintaining the highest level of customer satisfaction.

Enclosed is my resume, which provides further details about my professional background and qualifications. I welcome the opportunity to discuss how my skills and experience align with your team's needs in more detail. Please feel free to contact me at Mobile number or Email above to arrange an interview.

Thank you for considering my application. I look forward to the possibility of contributing to the continued success of Penten as an IT Help Desk professional.

Sincerely,

Jun Zhou