

Junaid Shakoor

1789 Carleton ave

Bay Shore NY, 11706

junaidshakoorgaurd@gmail.com

7176446870

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Subject: Application for Tier 1 Service Desk Technician (Remote)

Dear Hiring Manager Name of Tier 1 Service Desk Technician ,

Your search for a Tier 1 Service Desk Technician, who not only solves technical issues but also delivers exceptional customer service ends here. As a tech enthusiast with a proven track record of going the extra mile to "look into it" and resolve complex problems, I'm confident that my skills and dedication will exceed your expectations.

My experience in a similar role has honed my ability to rapidly triage issues, pinpoint root causes, and implement effective solutions across diverse Windows environments. From resolving everyday application glitches to tackling intricate network infrastructure challenges, I thrive on the intellectual stimulation of diagnosing and troubleshooting problems.

However, my expertise goes beyond technical proficiency. I am a skilled communicator, adept at translating complex technical jargon into clear, concise language that clients can understand. My experience with CRM systems ensures seamless issue tracking and proactive communication, guaranteeing a positive customer experience from start to finish.

I am eager to contribute my passion, expertise, and unwavering commitment to customer satisfaction to your team. The opportunity to expand my knowledge base and skill set by working with a diverse range of technologies and industries is particularly exciting.

I am confident that my resume, attached for your review, will further illustrate my qualifications. I am eager to discuss how my unique blend of technical aptitude, communication skills, and client-centric approach can make a positive impact on your organization.

Thank you for your time and consideration.

Sincerely,

Junaid Shakoor

