

# Michael Acquah Stuff

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**To:** Hiring Manager NTT Data Services

2175 Robertson Rd

Nepean, ON K2H 5Z2

Dear Hiring Manager,

I am excited to apply for the Inbound Customer Service Representative position at NTT Data in Ottawa. With over 10 years of experience in **inbound technical support**, home connectivity troubleshooting, and customer service, I am eager to contribute to your team's mission of providing top-tier assistance for internet, Wi-Fi, and account-related services.

NTT Data's commitment to putting people at the heart of success resonates with me. In my current volunteer role as a **Technology Mentor** with Connected Canadians, I provide inbound phone support for local residents, guiding them through modem resets, device configurations, and connectivity troubleshooting. By offering patient, clear explanations and proactive education on self-service tools, I have successfully reduced repeat support requests by 30%, skills I am ready to apply directly to NTT Data's telecom clients.

My background as a **Technical Support Specialist** further strengthens my fit for this role. I have a proven track record of managing high-volume technical inquiries, resolving hardware and software conflicts, and maintaining accurate documentation in CRM systems. Whether explaining billing cycles or optimizing Wi-Fi signal strength, I focus on "First-Call Resolution" while maintaining a calm, empathetic demeanor, especially when assisting frustrated customers during service interruptions.

As a recent Honors **graduate from Algonquin College** with certifications in foundational knowledge for internet/modem troubleshooting, I am well-prepared to quickly master your specific systems and processes. I am local to the Nepean area and fully available for the **Tuesday–Sunday shifts (9:00 AM – 8:00 PM EST)** at the Robertson Road location.

Thank you for your time and consideration. I look forward to the opportunity to discuss how my technical troubleshooting experience and dedication to customer satisfaction can support the NTT Data team.

Sincerely,

Michael Acquah Stuff