Ty Green

915 Donkin Highway

Donkin, Nova Scotia

B1A 6P3

December 07, 2020

Dale Caume, Human Resources Manager

Eastlink Corporate Offices

6080 Young Street

Halifax, Nova Scotia

B3K 5L2

Dear Dale Caume:

I am elated to see that Eastlink is hiring for the position of IT Help Desk Administrator (req #1070), as advertised at JobBank.ca. It is clear to me that your company takes great pride in the quality and innovation of the services that it offers; however, I can also tell that it values these same qualities in its employees. Therefore, I am eager to contribute both my communication and technical skills to Eastlink’s hard-working IT team.

As an IT programming student at NSCC, I have had the opportunity to create several knowledge base articles as part of my operating systems course. My very first article required me to explain the various ways in which Windows 10 users can modify their display settings to make their screens easier to read. Having never created a knowledge base article prior to this, I had to quickly acquire this new skill to complete the assignment within the one-week deadline. I solved this problem by researching resources on creating knowledge base articles. Next, I conducted research on Windows 10 display settings and organized my findings into a clearly written knowledge-base article. My commitment to the goal of creating an exemplary article resulted in an excellent grade from my instructor and the motivation to create even more efficient knowledge base articles in the future.

I am excited at the prospect of becoming part of the team at your company knowing it places as much value in its customers, employees, communities, and environment as it does in its state-of-the-art communication technologies. Please contact me at **(902) 577-6546** or **tylergreen110@hotmail.com** so that we can discuss how to put my skills to work for you.

Thank you in advance for your time and consideration,

Ty Green

Enc: Resume