

Dear HR,

With this letter and the attached resume, I would like to express my sincere interest in the

**“IT Helpdesk Officer”** position you have available. As a highly skilled and successful customer service and product support specialist with a background in ensuring outstanding customer experiences, I possess a wide range of knowledge and experience that will allow me to contribute toward the success of your company.

Excelling in customer service and IT support positions for the past 08 years, providing IT Helpdesk cases through the IT Helpdesk system, phone, online chats, and email to resolve technical issues and concerns.

Highlights of my background include:

- Customer service expertise
- Excellent communication and interpersonal abilities
- Patience and resilience to stress
- Conflict resolution
- Computer competences
- Attention to details
- Good listening skills
- Teamwork
- Being able to work under pressure
- Having B,tech (Bachelor of technology )in Electronics and Telecommunications.

Sincerely,

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