**Todd Patterson**

**[Street Address] ⬩ New York, NY 55900 ⬩ CELL: 555-555-55555 ⬩ [Email Address]**

**Today’s date**

Mr. Randy Gibson, Hiring Manager

Company name

Address, City, State, zip

Re: The Technical Times Job Ad - Technical Support

Dear Randy Gibson,

Following the job ad in The Technical Times for technical support personnel, I am pleased to attach my resume for your review.

My BS in computer science and technology has been put to excellent use, and during the past 13 years, I derived much satisfaction from my daily challenges in high traffic call center, where my motto became “No problem too big, no question not worth a polite answer.”

My favorite duties were troubleshooting anything and everything. I enjoy solving technical problems that other service reps forward to me, and coming to the rescue of entire companies when needed. I provide sterling customer service, am patient yet efficient, and can work independently and as part of a smoothly functioning team.

In addition to providing aid over the telephone, I also work on the client’s premises, troubleshooting, installing software, demonstrating its use, repairing defective parts, and assisting in their return.
Other people might consider tech support just a job, but for me it’s like a long-awaited contest, one that I love to win.

Please be in touch with me at the above contact information so we can arrange for a meeting at your convenience.

Sincerely,

Todd Patterson