Frederick Lau

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November 12, 2020

Mary Stevens
IT Manager
123 Business Rd.

Business City, NY 54321

Dear Ms. Stevens and Mr. Murray:

I would like to thank you and your staff for the opportunity to meet with you and to get a feel for the IT Help Desk Assistant position at Acme Tech. Although I felt a little nervous going into the interview, you immediately put me at ease.

I found the questions asked during today's interview to be very engaging and thought-provoking. It was exciting to be able to meet the team during our office tour - a very knowledgeable, fun, and friendly group of people whom I felt connected to immediately.

Today's interview served to reinforce my interest in becoming part of your team. Your description of your customer service protocols and standards impressed me, for it was obvious that you pride yourselves on the delivery of stellar support to your customers. As we discussed during our conversation, as a volunteer at our IT Help Desk at XXX College, I frequently was able to resolve escalated trouble tickets, and found that I really enjoyed the process of talking frustrated tech users through their different issues. It was great to help them achieve that “Ah, ha!” moment when their problems were resolved!

At one point in our discussion, when I mentioned my interest in pursuing evening courses in network administration, you asked whether this would prevent me from working weekends or overtime should this be needed during “crunch times.” I’d like to assure you of my full availability to work extra hours whenever required; the professional development courses I’m interested in are also available online, so I can pursue these as my free time allows.

If there is any other information I can provide to help expedite your decision-making process, please let me know. I am happy to provide professional references upon your request.

Again, I appreciate the time you and the rest of the team took to talk with me at length, and I look forward to hearing from you soon.

Best regards,

*Signature* (hard copy letter)

Frederick Lau