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# Example of Technical Support Associate Cover Letter

78882 Trantow Prairie  
Doylemouth, HI 50275

**Dear Ryan Cummings,**

In response to your job posting for technical support associate, I am including this letter and my resume for your review.

Previously, I was responsible for support for all Windows and Apple Desktop Operating Systems.

Please consider my experience and qualifications for this position:

* Find opportunity and implement process improvements
* Experience working with mobile devices (cell phones, iPhones, smartphones and tablets) in retail setting is preferred
* Graduation preferably in IT stream
* Minimum 6 months of experience providing end-user support in a networked environment
* Knowledge of Windows 7, Windows 10, Outlook/Exchange, Microsoft applications, and VPN, other technology such as iOS and Androids
* Demonstrates the application of advanced problem-solving methodologies, is detail-oriented, a critical-thinker, and experienced at investigating and resolving complex issues
* Demonstrates an advanced understanding of the principles of good Technical writing
* Experience in talking with customers to defuse situations

**Thank you for considering me to become a member of your team.**

Sincerely,

Alexis Weber