Joe Bloggs

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September 1, 2025

Jennifer Saunders

Director, Human Resources

Phase 3

54 Oak Street, Swan Square.

Manchester, UK, M4 5JA

Dear Ms. Saunders,

I am interested in the [Position Name] advertised on your website. My CV is enclosed for your consideration. As per the Job Description breakdown I feel that I have the necessary skills and experience to be successful in this role.

Your Requirements:

* Responsible for technical support in the Service Center, including managing support tickets, solving customer problems, dealing with risk management and emergencies, enforcement of department policies.
* Assists with hiring, training, and management of staff. Coordinate resolutions and bug fixes within the scope of the request.
* Experience in the supervision of a small technical team and strong interpersonal skills are also preferred.
* Valid UK driver's license with a good driving record. Ability to travel to different sites as and when required.
* Experience in end to end implementations.

My Qualifications:

* Design and manage program software, solve customer problems, enforce department policies, and serve as a contact for customers, heads of departments and staff.
* Hiring, training, scheduling, and management of staff, managing ticket request and escalations within the required SLA.
* Extensive experience in support ticketing software and management.
* Excellent interpersonal and communication skills.

I appreciate your taking the time to review my credentials and experience. Again, thank you for your consideration.

Sincerely,

Joe Bloggs