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Sinclair, Inc.
789 Company Road
Houston, TX 77019

Dear Ms. Darwin:

When I read your posting for a Helpdesk Support Technician on the Sinclair Joblink website, I couldn't help noticing how well your requirements align with my experience, education, skills, and background.

While my enclosed resume provides a good overview of my strengths and achievements, I have also listed some of your specific requirements for the position and my applicable skills:

You require:

A+ certification is helpful

Ability to address the users' issues and escalates the more time consuming or complex issues to the appropriate helpdesk team member

Maintaining a Helpdesk tracking application

Knowledge of Microsoft Operating Systems, Microsoft Office Products, Microsoft Outlook, Citrix, Symantex, Ghost, Norton AntiVirus

I can offer:

A+ certification accomplished 10/3/03

Experience developing and implementing treatment programs as a public-health program director.

Utilized Magic Tracking software while enrolled in User support classes at Sinclair Community College

Significant experience with Windows 98-XP, MSOffice Suite including Access, Norton and McAfee AV and Ghost imaging software

Since my experience and expertise fit your requirements so closely, I am clearly one of the people you'll want to see. Please feel free to call me at my home number listed above. I look forward to our meeting. Thank you for your time and consideration.

Sincerely,

Bonnie Greenberg