

Mr William Harris
IT Project Team Manager
Happy Computers
40 Adler Street
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73 Field Street
Great Horton Road
Bradford
West Yorkshire
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Today's date

Dear Mr Harris,

OPPORTUNITY WITHIN IT

I am enclosing my CV in the hope that you may have an opportunity arising within your IT department, ideally in a support role. I am due to complete my BSc (Hons) Business Computing degree from the University of Bradford in June and am confident I possess a range of skills, experience and qualities to make a long-term contribution to your organisation.

As you can see from my attached CV, through my degree I have developed a wide range of technical skills from software development, networks and operating systems to database design and web development. Recently, I voluntarily designed and implemented a website for a small local charity using HTML 5 and CSS 3. This was a really enjoyable experience and I am still responsible for updating this website on an ad-hoc basis. In addition to my existing IT skills, I am able to pick up new software processes quickly and am always happy to accept help and advice from others.

Having worked in the Santander UK call centre over the past 18 months, I have gained experience of answering incoming calls by listening to customer requirements, diagnosing their needs and providing appropriate solutions. Through my experience working at Café Kebab, I have demonstrated a range of skills including the ability to build rapport and work with different types of people and believe I could fit easily into your team. Working on busy Saturday nights demonstrated my ability to handle pressure and deal with stressful situations.

Furthermore, I feel I have strong organisational skills through balancing working 15 hours per week, undertaking voluntary work, completing my coursework and preparing for exams during the first semester of my final year, when I achieved an average of 67% across my modules.

I am very keen to work for Happy Computers because of your outstanding commitment to both client service and third sector work, with social responsibility at the heart of all your activities. I understand your core business focuses on making charities and housing associations more efficient by providing cost effective, high quality ICT training. As a keen volunteer myself, I have a desire to contribute to other charities and would really enjoy working for an organisation with this ethos and client base. In addition, I am aware that Happy Computers has been rated one of the top three IT SME training companies in the UK for the past five years.

I appreciate you taking the time to read this letter and would be delighted to discuss any possible opportunities with you. I am available for interview at your convenience and can be contacted by telephone on 07777 123 456 or by email at anoor27@gmail.com.

I look forward to hearing from you in the near future.

Yours sincerely,

Ahmad Noor

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