

# Cover Letters

In a cover letter, you have the opportunity to personally introduce yourself and your resume to a Hiring Manager or Personnel Recruiter. The cover letter highlights your skills, abilities, and interest in the position. Whenever possible, the cover letter should be addressed to an individual. If you do not have a name, it is acceptable to remove the salutation. It is recommended to avoid addressing the letter to “Hiring Manager, To Whom it may concern, or Sir/Mam.”

- 1. Introduction:** State the specific job, how you learned about the opening and why you are interested in this particular position or company. Who referred you (if applicable).
- 2. Body:** Outline who you are and what you can offer the employer. Customize this based on the job description.
- 3. Conclusion:** Re-emphasize your interest in the position and request the opportunity to speak with the manager. State a time frame for following up about the position.

## Sample Job Description

A growing, dynamic company in Bay Area is looking for a Technical Support Specialist. Interface between Sales and Engineering to drive customer issues to resolution. Required Skills: Windows/Linux/Unix system administration. Excellent customer management and communication skills. 5-8 years customer-facing technical support experience. Please send your resume to [jobs@abctechical.com](mailto:jobs@abctechical.com).

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## Sample Customized Cover Letter

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[smith@abctechical.com](mailto:smith@abctechical.com)

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Resume: Louise Jones, Technical Support Specialist

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Dear Mr. Smith,

I am writing to express interest in the Technical Support Specialist position which was posted on LinkedIn. It is exciting to see that you are looking for someone with strong communication and customer services skills as well as Linux and Windows experience.

I thoroughly understand the importance of effective communication between different departments, as it is critical to ensure customer issues are resolved in a timely manner. When reviewing my resume, please note the high volume of customer situations I resolved on a daily basis while at Sony.

Thank you for taking the time to review my resume. I believe my skills and experience will support your department's goals of product improvement and increased customer satisfaction. Please contact me at your convenience to discuss my qualifications for this great opportunity.

Regards,

Louise Jones