

Louise Jones
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May 20, 2006

Mr. Ted Smith
Supervisor
Fujitsu America
109 Fujitsu Lane
San Jose, CA 95122
RE: Ref Code 0576-0999MB

Dear Mr. Smith:

I am writing to express interest in the position of Technical Support Specialist III with Fujitsu, which I found through an on-line posting on Monster.com. Fujitsu is one of the world's leading providers of information technology products and solutions. With the services and software business representing 28% of Fujitsu's overall sales, I believe there is great opportunity with your company for a technical support specialist with my skills and ambition.

I offer 7 years of solid supervisory level customer technical support experience coordinating phone service and on-line support for hardware and software products. Additionally I have extensive knowledge of the training process for first level technical support specialists, and have comfortably given product presentations for both hardware and software products. I thoroughly understand the importance of effective communication with the various departments involved in product development and support, as it is critical to ensure customer problems are resolved.

Thank you for your consideration of me for the position of Technical Support Specialist III with Fujitsu. I believe my skills and experience match your requirements. I will follow up with a phone call on Friday, March 29 to confirm your receipt of my resume and to determine your hiring time-line.

Best regards,
Louise Jones