

May 5, 200X

Dear Mr. Jones,

Thank you for interviewing me yesterday for the Sr. technical support position. You made me feel perfectly comfortable in short order, and I thank you for that too. Your sense of humor is a hoot! On the way home, I couldn't help but laugh again at your tech-support "horror stories". I'd say that you're a funny guy, but have you ever seen the movie *GoodFellas*?

On a more serious note, last night I reflected on the qualifications that you indicated are most important for this job. In my experience as a technical support specialist, my success was based on the same qualifications. In particular, my skills in troubleshooting and solving customer database problems by phone are exactly in line with those you mentioned. I have never failed to satisfy a customer, and I'm confident that I can be a significant contributor to your team's efforts.

Near the end of our talk, you also indicated that XYZ will soon offer Web-based, live-chat support. We ran out of time before I could mention that I've been supporting customers via live chat at my current employer for over three years now. I was instrumental in choosing the chat application, and I did so based on reliability, ROI, TCO, ease of use and a variety of other factors. I also trained my coworkers how to operate it, while serving as the technical content expert for the development of Web-based training for customers. I'd be happy to do the same for you at XYZ. Perhaps we can discuss this during my next interview.

In short, I'd really like to work for you as a Sr. tech support representative. I'm sure that I've found a good job match at XYZ company. I hope you agree.

May I schedule a second interview with you? If you need more information, please don't hesitate to contact me. You may reach me at any time by cell phone at (555) 555-0000. If you prefer to send email, I check my inbox several times daily during the workweek. My address is [jsmith@anyemail.com](mailto:jsmith@anyemail.com).

Thanks again.

Sincerely,  
John Smith