

AISHA RAHMAN

PERSONAL DETAILS

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Application: Junior IT Support Technician Role at Softcat

Dear Hiring Manager,

I am writing to express my interest in the Junior IT Support Technician role at Softcat. Although I am new to the IT industry, I bring with me a solid academic foundation in computing, hands-on technical project experience, and a genuine enthusiasm for helping people resolve technology challenges.

What excites me most about Softcat is your reputation for combining expert IT solutions with friendly, people-first service. I admire your strong focus on employee development, team culture, and your recognition as one of the UK's best places to work. I believe Softcat is the ideal environment to grow my skills and begin my IT career with purpose.

I recently completed a BSc in Information Technology at Sheffield Hallam University, where I studied network administration, cybersecurity, and technical support. For my final-year project, I built a working IT helpdesk simulation that allowed users to submit and track tickets via a web interface, giving me valuable experience in troubleshooting, documentation, and user support systems.

Outside of university, I've worked part-time in customer-facing roles, most recently at Costa Coffee in Leeds. These roles sharpened my communication and teamwork skills and taught me the value of patience, especially when resolving small technical issues that can cause disruption. I quickly became the person colleagues turned to when systems or devices went down, sparking my interest in service-focused IT.

I'm confident that my problem-solving mindset, strong interpersonal skills, and eagerness to learn would make me a great fit for the team at Softcat. I'm excited by the opportunity to work with and learn from experienced professionals while contributing to your ongoing commitment to customer success.

Thank you for considering my application. I would welcome the opportunity to support your team and grow into a capable IT technician under Softcat's guidance.

Kind regards,
Aisha Rahman

Attachment: CV