

From: Austing Dong

To: Toronto Transit Commission - Information Technology Services

Dear Hiring Manager,

I am writing to express my strong interest in applying for the position of IT Services, Customer Services - End User Device Technician at Toronto Transit Commission - Information Technology Services. As a University of Waterloo Computer Science undergraduate student, I strongly believe that my technical competencies and academic background are closely in line with the job requirement.

I loved computer science as well as developing applications since Middle school when I earned the gold rank for the USA Computing Olympiad algorithm contest, and I did an excellent job in relevant courses in the beginning of my University studies. I found solving business challenges through programming is fascinating because this is the way I feel the sense of accomplishment. Such deep interest in programming and technology has motivated me to deep dive in related fields such as software development, quality assurance and machine learning.

The computer science co-op program at the University of Waterloo offered me a unique opportunity to take on both programming and logical courses. Through working on a massive number of technical projects and assignments from hackathons and school activities, I gained hands-on experience in fields including but not limited to object-oriented programming, web application development, artificial intelligence, algorithm design and data abstraction. Such projects can be viewed on my GitHub:

<https://github.com/AustingDong>. One of the biggest projects I led and built was implementing an application that uses AI to extract keywords from articles containing scientific or technical information which helps users quickly locate their desired items based on keywords' weight. This application can be used to quickly get all the important items and keywords from NASA Technical Report Server which includes hundreds of thousands of items containing scientific and technical information (STI) created or funded by NASA. Project detail can be found [here](#). Through understanding the project requirements, researching on coding algorithms, implementing the application with clean code, and incorporating white and black testing in a limited time, I cultivated working experience in developing a technical application in accordance with business requirements. Moreover, I have excellent documentation and communication skills through interpreting and explaining technical concepts to my teammates while working in a team environment.

I am confident that my academic and project background has prepared me well for the position of IT Services, Customer Services - End User Device Technician. I am extremely interested in advancing my career and contributing my skills to Toronto Transit Commission - Information Technology Services. I am willing to answer any preliminary

questions you may have. Please feel free to contact me at austingdong@gmail.com or 1-226-789-9109 if you have any question or require additional information.

Thank you for your valuable time and consideration.

Sincerely,

Austing Dong