

To whom it may concern,

I believe I can add value to your organization. My passion for continuous improvement, quality, and customer service intrinsically motivates me to apply a disciplined approach to my work.

In my role as a Research Assistant at Kuwait Institute for Scientific Research(KISR), I began developing my root cause analysis and preventative maintenance skills by ensuring the air quality analyzers remained operational. While working at KISR, I taught myself VBA for Excel to develop an application that tracked inventory levels for maintenance supplies and cross referenced it to a schedule of maintenance activities to project our restocking schedule and costs.

In my role as a Field Service Technician and Engineer at Schweitzer Engineering Laboratories(SEL) I continued to develop my analysis skills with a greater focus on component level failures. The use of electronic lab equipment such as multimeters, oscilloscopes, and waveform generators enabled me to identify root cause to a component while at my bench in most cases. Occasionally, intermittent failures would require me to expand my toolset to include environmental stress chambers.

In support of the manufacturing team at SEL, I troubleshoot failing production devices and validated automated production test equipment and scripts. I continued to expand my software development skills by building applications that leveraged VBA, but also expanded to learn C#, SQL, and Javascript React. Using these newly acquired skills, I developed desktop applications that interfaced with Access databases hosted in network directories. Furthermore, I supported and expanded the front and back end of web applications used as a manufacturing execution system.

In my role as a Field Service Supervisor, data and communication went hand in hand. I quickly excelled at using the Microsoft Office Suite. I gathered and analyzed the data in Excel, making use of data connections that automatically refreshed datasets fed into Power Queries, pivot tables, and presentation sheets with custom macros. I used PowerPoint to present the data to my team during staff meetings or to convey a compelling story to my leadership team to drive continuous improvement projects. I took Word beyond it's traditional bounds by developing a structure and VBA module to facilitate the automated generation of a custom work instruction based on device characteristics.

In this role, I supervised two teams of technicians. One team served external customers (field service) and the other team served internal customers (manufacturing automated testing). I repeatedly exceeded the expectations of my customers by actively listening to their needs and feedback and working with my team to develop and apply the best solutions.

Neither my resume nor this cover letter can sufficiently convey my work ethic. I hope you give me more opportunities to show the value I can add to your team.

Sincerely,
-Beder Bourahmah