

# Nicholas (Cole) McLain

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Dear Hiring Manager,

As for many of us in the tech industry, computers have been a large focus for most of my life. Computers are complex enough to hold infinite secrets, waiting for the curious to stumble upon them, but also are of human creation so all the answers are readily available. It is my pleasure when I can use my curiosity and knowledge of computers to help those who don't share that fascination. From troubleshooting computer issues to helping folks with file management, I am always willing to lend a hand. Thus, the possibility of joining RADCOMP in providing IT services is an exciting opportunity. Your values of being a team-player, focusing on heart and integrity, and creating a positive environment really speak to me, and I believe I have much to contribute toward those.

When I encounter an IT issue, I become wholly dedicated and patient toward fixing it. As a Computer Network Operations student, I decided to apply my newfound networking knowledge to host services on my private network such as a VPN, DNS, a web server, and SMB. Whenever I'd encounter an issue, I was very effective at peeling back the layers involved (utilizing lots of strategic 'Google-fu') to find where the issue resided and implement a solution. I maintained organization by creating physical/logical topology maps of the network, and documenting information about each device on it.

When it comes to helping others with computers, I have been known to be very caring and proactive in offering assistance. In working at the music lab, not everyone is tech-savvy and I find it easy to guide them through their technical troubles in a way they can understand. Even if I don't know the solution to their issues, I feel confident in my ability to figure it out in a reasonable time.

Despite my lack of professional IT experience, I feel confident in my ability to apply the skills I've learned through school and personal experience toward being a RAD Nerd, and learn quickly about any missing gaps. Your time and consideration is greatly appreciated and I invite you to contact me through phone or email to speak further about whether I'd be a good fit for the position.

Sincerely,

Cole McLain

NOTE: See job posting here: <https://gorad.com/level-1-technician/>