

# Naman Pal

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Portfolio: <https://naman-pal.github.io/aboutme/>

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July 30, 2024,

Dear Hiring Manager,

Before anything else, I wanted to share with you my zeal: I am applying for this role not for the paycheck, but for the opportunity to do something I genuinely enjoy, helping people, and working with tech (IT).

I am a skilled and **experienced Tech Support Analyst** who cares about giving good service to customers. To keep my knowledge crisp, I am working on home labs with Windows Server 2019, Active Directory, and Service Now. With a **strong background in resolving common IT issues** and an ability to confidently figure out connectivity issues, I can assure you I will bring results starting day one.

3 years of Customer Service industry experience has resulted in me winning the prestigious **Elvis Award at Humber College**, as highlighted in my most recent LinkedIn Post. The praising comments from my managers imply my enthusiasm and dedication for my work.

I have always outworked and impressed my managers by performing exceptionally and taking on self-projects, and improved processes for the whole team. Here are some examples: -

1. **Reducing downtime of the IT infrastructure by 15%** at Wet'n'Wild Toronto by documenting and mitigating common faults. I achieved this by testing all equipment and ensuring connectivity across the **100-acre park every day before opening**. I secured cables, upgraded equipment/drivers etc. as needed.
2. Completing an old document digitization project in 1 month at Humber College, which was supposed to take at least 6 months. I achieved this by automating the scanning and processing of all documents in bulk. **I used AI (Artificial Intelligence) tools** like Nanonets and Adobe to OCR, rename, arrange, and export the documents to the shared OneDrive directory.
3. Creating a resource graph on StarRez (StarRez is a hotel database software system) for items issued to improve tracking and analyzing usage. **StarRez look and feel is similar to Azure**.
4. Reorganizing the IT room at Wet'n'Wild Toronto, which significantly improved **equipment tracking**. The room had not been reorganized since before COVID, and my managers were impressed by the transformation of our IT inventory.

As my resume highlights, my experience aligns well with this position. I would appreciate a chance to talk to you, as one letter would not be enough to display my achievements and zeal for IT.

Thank you so much for considering my application. I look forward to meeting with you at your earliest convenience to discuss more about the role and my relevance to the role and the company.

Sincerely,  
Naman Pal