

Naman Pal

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

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July 24, 2024,

Dear Hiring Manager,

I just want to say a few words before anything else – 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 an experienced Tech Support Analyst who genuinely cares about giving good service to customers. I have been in the Customer Service industry for 3 years now, and I recently won the Elvis Award at Humber College for providing outstanding customer service in my current role (details in my most recent LinkedIn Post, where you can also see both my managers' praising comments, which imply my enthusiasm and dedication for customer service).

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

1. Completing an old document digitization project in 1 month, which was supposed to take at least 6 months.
2. Reducing downtime of the IT infrastructure by 15% at my previous employment (IT Technician at Wet'n'Wild Toronto) by documenting and mitigating common faults.
3. Creating a resource graph for items issued to improve tracking and analyzing which items are used more, hence ordering more/less of those items.
4. Reorganizing the IT room at Wet'n'Wild Toronto, which made it easy to track which equipment we needed to order more and find equipment when needed. The room was not reorganized since before COVID, and my managers were impressed by the transformation our IT inventory went through.

My enthusiasm will quadruple when I get a chance to work in IT through this role. I am a very enthusiastic learner when it comes to IT. Instead of explaining why I am a good fit, which is in my resume, I would just really appreciate an opportunity to talk to you.

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

Sincerely,
Naman Pal