Naman Pal

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July 31, 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, shell scripting, and working with tech (IT).

I am a skilled and **experienced Tech Support Analyst** who cares about the business. To ensure my skills remain sharp since my last IT role, I have set up home labs using VMWare and VirtualBox. In these labs, I use yum to install software and use shell scripts to automate the compilation of my Python and Java programs. I am very familiar with Unix-like environments and love to use the CLI.

My dedication toward my company and job 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 to 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. **Designing a container using AutoCAD** to enclose SIHMON (my capstone project, link on my website).

As my resume and education at Humber highlight, 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