

XIAOCHEN LU

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Dear Selection Committee for IT Support Staff,

Being a tech nerd myself, I have always been fascinated by consumer electronics and computer technologies. My explorations with them include using CDs/USB sticks to re-install desktop and mobile OSs (like Windows, iOS, Android, and Linux), building software from source, etc. I have always wanted a position where I could use such abilities to help. Hence, I was thrilled to learn that NYU is calling applications for the IT support staff. With my solid computer skills and customer service skills my past experiences have entitled me to, I believe I will make an ideal candidate for the position.

- **Background in customer-oriented jobs.** Through my role at the Chinese Admissions Office and Residential Life at NYU Shanghai, I have developed an efficient way to communicate with my customers (e.g., parents, residents). Besides, my experience has taught me to remain patient and professional no matter the situation, which can assist me in the duty of an IT support technician.
- **Knowledge in common consumer electronics, applications, and computer science.** Both a tech nerd and a computer science student, I have always been eager to try out new stuff and thus have familiarized myself with major applications and common software problems a user may encounter during use. I know many equipment, port and cable standards we use at NYU like HDMI 2.0, HDMI 2.1, DP 1.4, etc., meaning I would be able to set up or use school's equipment more efficiently. Additionally, my knowledge in mainstream OSs is helpful in setting up servers, re-install malfunctioned machines, etc.

The IT support staff position strongly resonates with my passion as a tech lover and someone who loves helping others. I cannot wait to interact with the end users, to use my skills, and to be part of IT support team to make a positive impact.

I sincerely appreciate for your consideration and time spent reading to the end of my cover letter. Wish you a lovely day!

Best,

Xiaochen (Nigel)