

XIAOCHEN LU

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Dear Selection Committee for IT Support Technician,

My first experience with NYU's student IT technicians was during my study away year (2021-2022) in New York. Having trouble setting up the projector correctly, I turned to school's IT for help, who resolved the issue for me within minutes. Also a tech enthusiast myself, I have always wanted a chance to utilize my knowledge on consumer electronics and computer science. Hence, I was thrilled to learn that NYU's IT Support Team is calling applications for the student workers. With my solid computer skills and customer service abilities 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. Additionally, 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 quickly identify and sort out issues for end users.

The IT support technician position strongly resonates with my passion as a tech nerd 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)