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KAMLOOPS COMPUTER CENTRE
945 Notre Dame Drive,
Kamloops, B.C. V2C 5N9

RE: COMPUTER TECHNICIAN

DEAR RYAN,

I am writing to apply for the Computer Technician role at Kamloops Computer Centre. I am excited about the opportunity to join your team and contribute my skills and experience in IT support and automation.

- As a Systems Administrator, I have a proven track record of boosting team productivity and implementing solutions that save time and improve efficiency. For example, I was able to save 200 hours per year for my team by automating IT onboards using FreshService features, PowerShell, and Python. Additionally, I implemented a data manipulation pipeline using Power Query that saved 4 hours per week for the Payroll team.
- I am also skilled at piloting and implementing new systems and processes. I recently led the development of an employee onboarding system that will improve the experience for support services and new employees. I created a Project Charter, documentation, and a technical demo to showcase the system to stakeholders, and I was able to secure their approval to move forward with the project.
- In addition to my experience in automation and project management, I am also proficient in providing IT support to users. As an IT Support Technician, I was the primary onsite and remote support technician for a medium-sized organization. I was responsible for administering the ITSM/ticketing system, Azure/Active Directories, and other tools to resolve user problems and enable people across the organization to work better. I also supported the organization's IT operations by providing service, maintaining, refurbishing, and building PCs, workstations, and mobility devices.
- Finally, I have experience in implementing security solutions and training vulnerable employees. I conducted a phishing simulation and set up security awareness training for employees, which resulted in a decrease in phish-prone users by 85%.

Overall, I believe that my skills and experience make me an excellent fit for the Computer Technician role at Kamloops Computer Centre. I am eager to learn more about the position and how I can contribute to your team. Thank you for considering my application.

Sincerely,

PRATHAM GOYAL