

# Sarbananda Taw

Player Support Agent

Phagwara, October 13, 2023

Hiring Team  
Helpshift  
Global Square, Yerwada  
Pune, India

Dear Hiring Team,

I am writing to express my keen interest in your organisation's Player Support Agent position. With a deep fascination for the gaming industry and a sincere desire to assist players in their gaming journeys, this role aligns perfectly with my passion and aspirations. With my current rank in Valorant at Bronze 3 and my Town Hall rank in Clash of Clans at Level 10, I am fully committed to providing exceptional support to fellow gamers in enhancing their gaming experiences.

In pursuing my long-term career goals, I recently completed my Bachelor's degree and am awaiting my official marksheets. My ultimate ambition is to become a Network Architect. Given the absence of suitable academic programs in India to realise this goal, I have outlined a progressive career path.

**Commence as a General Tech Support Professional:** In the initial phase of my career plan, I intend to work as a General Tech Support Professional for a duration of 1-2 years. During this period, my primary objectives will include gaining practical experience in the field and concurrently pursuing industry-recognized certifications, such as CompTIA Network+ and CompTIA Security+. These certifications are essential to establish my professional credibility in the industry.

**Specialize as a Network Tech Support Professional:** Subsequently, I plan to specialize as a Network Tech Support Specialist for a span of 2-3 years. This phase of my career will focus on refining my expertise in network support. It will provide me with the opportunity to deepen my knowledge and skills in this area and prepare for the next phase in my career progression.

**Work as a Network Engineer:** My next goal is to secure a position as a Network Engineer in renowned network domain companies like Google, Cisco, Microsoft, or Zoom. I anticipate spending 3-5 years in this role, where I will gain valuable experience and build the confidence required for my transition to the role of a Network Architect. Working in such distinguished companies will further enhance my skills and knowledge in network engineering.

**Aspiring Network Architect:** Ultimately, my long-term career goal is to become a Network Architect. Achieving this role is of paramount importance to me, as it represents the pinnacle of my professional aspirations. It will provide both professional fulfilment and the financial stability necessary to realize my personal goals and ambitions.

In considering your organisation, Helpshift, as my potential employer, I am excited about the prospect of engaging with a diverse community of gamers. I am committed to offering my best support to players, whether they are gaming professionals or enthusiasts. My dedication and motivation will undoubtedly contribute positively to the team at Helpshift.

I look forward to discussing my potential contribution further. Please feel free to contact me at your convenience.

Sincerely,  
Sarbananda Taw

## Personal Info

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www.linkedin.com/in/sarbananda-taw

**Phone**  
+91 7086304773

**Address**  
Phagwara, Punjab, India

# Sarbananda Taw

Player Support Agent

## Education

2020 - 2023 **Network and Security, Bachelor of Computer Application**

Lovely Professional University, Jalandhar, India

[www.lpu.in](http://www.lpu.in)

- Explored fields like Database Management, Software Development, Computer Networking, Cyber Security, Cryptography, Digital Forensics from Core Subject, and Business Law as a minor
- Explored Languages like C, C++, Java, Python, HTML, CSS, JavaScript
- It allowed me to find the most suitable field for me.

## Projects

Jan 2023 **Web App Developer**

- May 2023

*Review on Various Symmetric Encryption Algorithms*

[www.cutt.ly/CapstoneProjectApp](http://www.cutt.ly/CapstoneProjectApp)

- Engaged in developing a Review Paper by collaborating with team members
- Worked with Algorithms such as Vernam Cipher, Feistel Cipher, and AES 128-bit Cipher
- Developed a Web Application demonstrating the application of the said Encryption Algorithms
- Worked under the supervision of Dr. Yasir Afaq

## Volunteering

Oct 2023 **Guest**

- Oct 2023

*BassDrop Records Studio, Noida, India*

- Identified a critical security vulnerability in the configuration of the Router in use
- Reported the issue to the Manager of the Studio
- Explained the possible consequences of the vulnerability
- Patched the vulnerability

Oct 2023 **Customer**

- Oct 2023

*Hornbill Restaurant, New Delhi, India*

- Identified a critical security vulnerability in the configuration of the Router in use
- Reported the vulnerability by leaving a note and a follow-up via Email
- Offered assistance in patching the vulnerability

## References

**Dr. Yasir Afaq**

*Assistant Professor, Lovely Professional University*

**Harpreet Singh**

*Manager, BassDrop Records Studio*



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### Email

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### Address

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## Skills

Desktop Technical Support



Remote Technical Support



Network Troubleshooting



Online Research



## Languages

English



Hindi



Assamese (Native)



## Software

Windows 10



Slack



## Certificates

Jan 2023

### Google IT Support Professional Certificate

Google

[www.coursera.org/share/384c189cb60952864c7bee0140952da2](https://www.coursera.org/share/384c189cb60952864c7bee0140952da2)

- Explored major fields like Technical Support, Computer Networking, Operating Systems, System Administration, IT Infrastructure Services and IT Security
- The course provided introductory knowledge and experience in these fields
- Realized the need to delve deeper into a specific domain for in-depth study
- Identified a passion for a particular domain through this course

## Hobby/Interest

- Play | Valorant
- Play | Clash of Clan
- Learn | Finance Literacy
- Learn | Self-Help Book