

Sarbananda Taw

Player Support Agent

Phagwara, October 18, 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,
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Personal Info

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Player Support Agent

Recent college graduate with a Bachelor of Computer Application Degree specialising in Network and Security, actively pursuing an entry-level Tech Support position. Highly motivated to acquire practical experience in network system troubleshooting and support while establishing a solid proficiency in network maintenance and administration. This role represents the initial step toward a career progression leading to becoming a Network Tech Support Specialist, Network Engineer, and ultimately realizing the long-term goal of assuming the position of Network Architect.

Education

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

Lovely Professional University, Jalandhar, India

www.lpu.in

- Studied and explored fields like Database Management, Software Development, Web Development, Artificial Intelligence, Computer Networking, Cyber Security, Cryptography, Digital Forensics as a Core Subject, and Business Law as a minor.
- Developed a keen interest in Computer Networking and Network Security with the use of Cryptography.
- Gained experience in using Network and Penetration Testing tools like Nmap, Wireshark, and Metasploit.
- Learned and mastered each of the given languages in under six months (one or more languages per semester):
 - C, C++, Java, Python, HTML, CSS, JavaScript, PHP
- Doing BCA with the Specialization of Network and Security at the Lovely Professional University allowed me to find the domain in the IT Industry I am most passionate about.
- **The Network knowledge I gained here will help me better understand any Network Issues my clients would have on their Machines during my work at Helpshift.**

Projects

Jan 2023 **Python-based Web App Developer**

- May 2023

Review on Various Symmetric Encryption Algorithms

www.cutt.ly/CapstoneProjectApp

- Three of our members were responsible for researching and learning the algorithms we were working on, while one of the remaining two members was responsible for drafting the Publication.
- I was responsible for collaborating with the three members, doing research on the algorithms, learning the Algorithm from each of the members and developing a Python-based Web Application based on these learnings to demonstrate the Algorithms.
- Besides the individual responsibilities, all the team members, including me, were also responsible for reviewing the Draft Publication before enlisting it to the Industry Journal for Final Publishing.
- We worked under the supervision of Dr. Yasir Afaq.
- **My time collaborating with my team members gave me experience on how to work as a team in a pressurised environment with a deadline over our necks, which would be a valuable asset I have if I need to collaborate with my fellow workers or any team at Helpshift.**



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Skills

Desktop Technical Support	◆◆◆◆◆
Remote Technical Support	◆◆◆◆◆
Network Troubleshooting	◆◆◆◆◆
Online Research	◆◆◆◆◆

Languages

English	★ ★ ★ ★ ★
Hindi	★ ★ ★ ★ ★
Assamese (Native)	★ ★ ★ ★ ★

Software

Windows 10	◆◆◆◆◆
Remote Desktop Protocol	◆◆◆◆◆
Quick Assist	◆◆◆◆◆
Kali Linux	◆◆◆◆◆
OpenSSH	◆◆◆◆◆

Certificates

Jan 2023

Google IT Support Professional Certificate

Google

www.coursera.org/share/384c189cb60952864c7bee0140952da2

- Studied and explored major and important IT fields like Technical Support, Computer Networking, Operating Systems, Sys Admin and IT Infrastructure Services, and IT Security.
- The course provided introductory knowledge and experience in these fields by letting me work in Virtual Labs.
- Google IT Support Professional Certification, parallel with my BCA degree specialising in Network and Security, made me realise how interesting and important the Network and Security field is in the current Digital Era.
- It made me crave more to dive deeper into Network and Security for an in-depth study of the domain.
- The course helped me learn where and how to start looking for issues while troubleshooting a Computer on-site, a Computer Over a Network, or any Networking equipment.
- The course taught me how to deal with clients while trying to help them.
- **The skills to troubleshoot network equipment and computers while dealing with clients would magnificently help me during my work at Helpshift.**

Volunteering

Oct 2023

- Oct 2023

As a Guest

BassDrop Records Studio, Noida, India

- Discovered that the Default Access Credentials set by the Manufacturer to the Router Admin Portal were not changed after installing the Router, hence leaving a Security Risk to the Network as well as to all the connected client devices
- Reported to the Manager of the Studio about my discovery
- Explained the possible consequences of the vulnerability, like Vulnerability Exploitation, Unauthorized Network Traffic Monitoring by third parties, DNS Hijacking, and much more.
- Patched the vulnerability by setting a new Access Credential to the Router Admin Portal and modified the configuration to let access to the Admin Portal only via Devices directly connected to the Router over Ethernet.

Oct 2023

- Oct 2023

As a Customer

Hornbill Restaurant, New Delhi, India

- Discovered that the Default Access Credentials set by the Manufacturer to the Router Admin Portal were not changed after installing the Router, hence leaving a Security Risk to the Network as well as to all the connected client devices
- Reported my discovery by leaving a note and next day follow-up via Email.
- Offered assistance in patching up the vulnerability via Email, but due to no response from the other side, dropped the Case

References

Dr. Yasir Afaq

Assistant Professor, Lovely Professional University

Harpreet Singh

Manager, BassDrop Records Studio

Hobby/Interest

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