

Tevin Davis

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Infosys Hiring Manager

Infosys

One America Tower One American Square Floor, 22

Indianapolis, IN 46282

Dear Infosys Hiring Manager:

I am writing to apply for the Tech Process Associate position at Infosys. As an aspiring software developer and General manager in the restaurant industry, Infosys' vision of "navigating further together", integrity, and transparency in the work environment aligns with my core values. My problem-solving, implementation, planning, and leadership skills will help support Infosys's company mission, dynamic culture, and success.

My work and educational background has given me the foundation for navigating a rapidly evolving work environment, implementing changes, and creating a buy-in attitude from my team. My role as General Manager includes taking on challenging situations throughout my company from poor working environments, training and supporting local management teams, and planning. Additionally, my task also includes training managers in basic computer skills, email management, POS system operations, troubleshooting, implementation of new technologies, and training all positions in its utilities and warranties. Recently we have made a big push in security after suffering a ransomware attack on our payroll system after re-opening during the pandemic. This exposed me to new technologies from multi-factor authorizations and role-based permissions and helped me educate managers within my company on steps to protect our brand from emerging cyber threats.

This inspired me to pursue the Tech Process Associate position with Infosys to help develop my technical skills and learn from an industry leader. Technology is a passion in my life, and some of my early background exposure was to robotics and programming in high school and my experience working with The Minority Engineering program hosted by Perdue University from 2002 to 2010. Also, my current education with Service Now Bootcamp with New Apprenticeship has exposed me to a wealth of new knowledge, technologies, and skills. My mission statement "To inspire others to step outside of their comfort zone and try new things so that together we can all grow as people and make the world a better place.", stems from my desire to learn and pass that knowledge on to other through collaborations and understanding.

I am excited and eager to be applying for the Tech Process Associate role at Infosys and I have enclosed a copy of my resume for your consideration. I look forward to having further discussions with you about my application and my interest in this position.

Sincerely,
Tevin Davis

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PROFESSIONAL SUMMARY

An eager student seeking the role of Technical Process Associate. I have 10+ years of customer service experience, and knowledge of programming languages such as JavaScript and Python to name a few. I exemplify a technical mindset through my desire to understand how things work. I hope to further my technical skills by learning from industry leaders.

EDUCATION

New Apprenticeship , ITSN Boot Camp, Remote	05/2022 - Present
<ul style="list-style-type: none">Exploring various organizational roles, such as administrators, users, and groups, as well as the tools and best practices to effectively manage IT services. Providing a hands-on course where students will gain the fundamental knowledge and skills necessary for maintaining a web-oriented service solution.This course also prepares students for the Certified System Administrator (CSA) exam.	
University of Southern Indiana , Evansville, IN	08/2010 – 05/2012
Food and Nutrition, Bachelor of Science	
Crispus Attucks Medical Magnet HS , Indianapolis, IN	06/2006 – 05/2010
<ul style="list-style-type: none">Two years of college credit through IUPUI	

CERTIFICATIONS

Cybersecurity Analyst Professional , IBM	04/2022
Cybersecurity IT Fundamentals Specialization , IBM	04/2022

PROFESSIONAL EXPERIENCE

General Manager , <i>The Old Spaghetti Factory</i> , Midwest, Nashville, Portland	01/2015 - Present
<ul style="list-style-type: none">Prepared annual budgets with controls to prevent overages.Drove 30% year-over-year business growth while leading operations, strategic vision, and long-range planning.Maintained in-house IT systems such as PCI compliance, POS backup kit, Firewall, and networks.Assessed reports to evaluate performance, developed targeted improvements, and implemented changes.Maximized operational excellence by mentoring personnel on management principles, industry practices, and company procedures.	

TECHNICAL SKILLS

• HTML	• SQL	• Git/Bash	• Visual SC
• CSS	• JavaScript	• jQuery	• ITIL
• Python	• Powershell	• AngularJS	• Service Now

LEADERSHIP & COMMUNITY INVOLVEMENT

Volunteer , <i>Human Rights Campaign</i> , Indianapolis, IN	05/2017 - Present
<ul style="list-style-type: none">Assisted in connecting constituents with legislators to address community concerns.	
Team Leader , <i>OSF Advisory Committee</i> , Indianapolis, IN.	03/2021 – Present
<ul style="list-style-type: none">Lead discussions on new changes to company policies.Created and implemented new policies and standards.	