

Nikhil Teotia

Ottawa, ON

teot0001@algonquinlive.com

(613) 276-5104

June 4, 2025

Hiring Committee

Ontario Public Service

Infrastructure Technology Services – OPSSC (Field Services)

Eastern Ontario

Dear Hiring Committee,

I am writing to express my interest in the OPSSC Co-Op Support Officer position for the Fall 2025 term with the Ontario Public Service. As a student currently pursuing a Post-Graduate Certificate in Business Intelligence and System Infrastructure at Algonquin College, combined with my prior two years of professional IT support experience, I am enthusiastic about the opportunity to contribute to the Process and Operations Branch with both technical expertise and a strong customer service orientation.

In my previous role as a Junior Data Analyst at Stratosphere Pvt Ltd, I provided hands-on Tier 1 and Tier 2 support for ERP systems used by over 300 users across educational institutions. My responsibilities included resolving complex SQL-based backend issues, supporting end-users with hardware and software problems, and improving the efficiency of our ticket triage process through automated tools. This experience has equipped me with practical knowledge of Windows OS, Office 365, network troubleshooting, and mobile device support—skills directly aligned with the expectations of this co-op position.

Additionally, I have developed and deployed technical solutions such as a live IT Incident Resolution Dashboard using Power BI, which streamlined issue tracking and reduced resolution times by 22%. I also designed an ERP Deployment Toolkit that improved onboarding and support processes during client go-lives. My proactive approach to problem-solving and my ability to translate technical issues for non-technical users make me a strong fit for your support-oriented environment.

The opportunity to join GovTechON and provide meaningful technology support to Ontario's public service aligns perfectly with my career goals in IT service management and infrastructure support. I am eager to contribute my technical skills, adaptability, and enthusiasm for continuous learning to your team.

Thank you for considering my application. I look forward to the opportunity to further discuss how I can contribute to your team.

Sincerely,

Nikhil Teotia