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Dear Hiring Manager,

I am excited to apply for the Cybersecurity Forensics Analyst position at Con Edison, located in New York, NY. With hands-on experience in hardware and system support, as well as a solid foundation in digital forensics and cybersecurity principles, I am eager to contribute my problem-solving skills and technical expertise to your team. As a Master's graduate in Digital Forensics and Cybersecurity from John Jay College of Criminal Justice, with a fresh CompTIA Cybersecurity Analyst (CySA+) Certification and a Certification Core Splunk User, I am excited to contribute my technical expertise and problem-solving skills to your organization's Cybersecurity Department.

My academic background in digital forensics and cybersecurity, combined with hands-on technical experience, perfectly aligns with the position's requirements. As a former Computer Lab Assistant at John Jay College, I assisted students and staff with troubleshooting hardware and software issues, managed an inventory of digital resources, and ensured compliance with general cybersecurity / IT protocols. I also maintained detailed inventory systems for printing supplies and software licenses. These experiences parallel client satisfaction, as well as identifying digital artifacts in a wide range of mobile, embedded, desktop, and server architectures.

My participation in the NYC Tech Talent Pipeline program enhanced my technical capabilities through hands-on projects and collaborative problem-solving. I consistently received recognition for my meticulous attention to detail, particularly in document analysis and project milestone completion. My experience includes identifying process improvement opportunities and providing feedback to the management team, as well as analyzing the thought process of the workforce to ensure job responsibilities are fulfilled. I also manage system updates and provide technical documentation, all essential skills for a Cyber Security Forensics Analyst.

In my previous position at Commonpoint Queens, I demonstrated initiative by taking on additional technical responsibilities beyond my primary role. I regularly diagnosed and resolved issues with classroom technology infrastructure, including smartboards and Google Chromebooks, while maintaining detailed documentation of all technical interventions. This experience demonstrates my ability to manage multiple priorities while delivering exceptional technical support, which in turn supports my capacity to provide recommendations for corporate incident response plans and post-incident reviews.

Currently, I am working at the New York City Department of Education as a Field Technician and Hardware Specialist. My responsibilities include providing technical support and troubleshooting for various devices, including Thinkpads, MacBooks, and printers, and resolving software/hardware issues within a 24-hour timeframe. Along with maintaining and tracking inventory of computer hardware and printer supplies for educational facilities. This showcases that not only do I track alert resolution and document investigative steps within the ticketing system, but I also document investigative steps within the ticketing system thanks to my detail-orientedness and the ability to work under pressure.

My academic coursework in Network Security, Cyber Risk Assessment and Management, and Forensic Management of Digital Evidence has provided me with a strong foundation in current Cybersecurity Practices and IT service management principles. I've completed several practical projects, including:

- Implementing secure network protocols in a virtualized environment
- Conducting vulnerability assessments and developing mitigation strategies
- Managing digital evidence, chains of custody, and documentation

I am particularly drawn to Con Edison's commitment to resolving complex technology problems and serving as a digital forensics/cybersecurity resource. My experience working in IT support and youth programs has strengthened my ability to escalate issues as required and ensure the timely distribution of information within the organization, thereby expediting resolutions—an essential skill for a Cyber Security Forensics Analyst position. Also, I can troubleshoot to resolve technical issues related to personal computer hardware, software applications, and mobile devices if necessary, the ability to preserve digital evidence through industry standard best practices, as well as the ability to quickly learn new skills. In short, my combination of technical/cybersecurity expertise, problem-solving abilities, and strong communication skills would make me a valuable addition to your team.

I would welcome the opportunity to discuss how my skills align with the Cyber Security Forensics Analyst job position. Please feel free to contact me at your convenience. Thank you for your time and consideration.

Sincerely,
Udipto S. Chowdhury