Zain Sheraz

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**ATTN: HR and Recruitment Team**

To Whom It May Concern:

Hello World! Zain here - I’m an American/Canadian/Pakistani M.B.A. graduate, born in New York, raised in Toronto. Below you’ll see a brief overview of my qualifications, where I’ll also go over a few of my personal and professional credentials. I invite you to ask any/all questions that come to mind so that we are as transparent as possible! Without further ado, let’s dive in:

**PROFESSIONAL EXPERIENCE:**

I’m currently a Manager of Business Services for a medical insurance enrollment company here in New York. My main duties include managing a team of 25 internal and external staff members, ensuring deadlines are met, projects completed, and most importantly, SaaS delivery via our in-house business intelligence software. Additionally, my role heavily revolves around developing action plans and roadmaps to fulfill our client’s high-level revenue management needs. This includes providing KPIs and articulating the information to leadership, both internally and externally, Terminology is constantly being translated for client-facing communications, as well as articulated to engineering to ensure all parties are aware of what our issues are, and what is being done to fix them.

The other aspect of my role consists of creating dashboards and data visualizations using CARE/Exago/JasperSoft Business Intelligence. These are created on a daily basis, consisting of key metrics that are provided to all 8 of the clients I manage. These clients are typically hospitals with over 3000 providers, all of whom use our services to ensure they are properly enrolled. Our SaaS is the solution to ensure these hospitals are paid properly by insurance plans. It’s quite rewarding to directly enable providers to begin seeing patients – we are affecting change at a higher level, and that’s one of my biggest motivators. Moreover, Excel is also a major resource when performing my daily duties, so it’s worth mentioning (VLOOKUP, Pivots, functions, VBA, etc.).

Lastly, I currently run my own gaming private server (Maplestory). The main languages that my team uses are C++ and Java. Although I am not a fluent coder in either of these languages, I have spent hours debugging and learning the code, resolving issues that my users have reached out about. This is where my passion for wanting to learn code, and pursue a career in programming comes from – my passion for problem solving and objective-oriented code. I am also learning Python to become more familiar with process automation, data manipulation, and visualizations. All on the side, as I grow professionally.

**PERSONAL EXPERIENCE:**

I’ve always been a gamer, owned several consoles ranging from Super Nintendo to PlayStations 1-3, and more. Gaming has played a huge role in my development, especially as a child, and I’m actually very grateful for it. It’s provided me with a plethora of different experiences, emotions, and mental development. Not only that, but I’ve made lasting friendships through the games I’ve played, and I wouldn’t trade that for the world. The reason I’m telling you this is because there is a deep-rooted passion for technology as a result of this upbringing.

My father, being a Production Supervisor at a factory of over 200 employees, pushed me into business. I was told business is where the money is at. Today, that may be the case for some, but I know for a fact that programming and IT is truly where my heart belongs. These fields are truly the cradle of initiation in our society, now and in the future, and I’d like to be a part of that.

I am 100% willing to relocate, am a dual citizen of the USA and Canada, can conversationally speak Urdu, Hindi, Punjabi, currently learning Korean, and am just as comfortable working in a team environment and managing people, as I am working independently. My hobbies include automobile repair and bodybuilding, along with the occasional gaming tournament.

**BOTTOM-LINE:**

I’m young, hungry, and want to root myself in an industry that I know will continue to keep me happy, simply because of my passion for technology. I may not have the perfect credentials, but I’ve learned from my experiences that adaptability and willingness to learn are HUGE. I’ll be bringing passion and intense work ethic with me on this potential journey, as well as the skills/work experience I currently have, and hope this letter gives you a glimpse into who I am, and what I want to offer to the company. Willing to pull up my sleeves and put in the work!

Your time and consideration are greatly appreciated, and if you need any additional information from me, or if I made anything unclear, please let me know!

Best Regards,

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