

**Aayush Chaudhary**

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**Hiring Manager**

TrueContext

2500 Solandt Rd. #250 Kanata,

Ottawa, ON

Dear Hiring Manager,

I am eager to apply for the IT Help Desk - Co-op Student position at TrueContext, as advertised. With a robust foundation in computer science and practical experience in technology support roles, I am enthusiastic about the opportunity to contribute to your team. TrueContext's commitment to refining IT processes and enhancing user support aligns well with my career objectives and skills.

As a Computer Science student at the University of British Columbia, I have developed strong technical competencies in Windows 10, MacOS, iOS, and Android operating systems, which are critical for the role at TrueContext. My experience as a Geek Squad Agent at Best Buy has equipped me with the skills necessary to manage and resolve technical issues efficiently, provide excellent customer service, and support a wide range of technology needs.

In my previous roles, I have demonstrated a strong sense of urgency in troubleshooting and resolving user issues, which complements the requirements of the IT Help Desk position. My hands-on experience in configuring systems, managing user accounts, and maintaining hardware/software aligns with the day-to-day responsibilities described in your job listing. Moreover, my background includes working with Office 365 and various helpdesk ticketing systems, further enhancing my ability to contribute effectively to your team.

I am particularly drawn to this role at TrueContext because of the opportunity to work on-site and directly interact with a diverse team, providing support and solving problems in real-time. My approachable nature and strong communication skills make me an ideal candidate for a front-line support role.

I am excited about the possibility of joining TrueContext and contributing to the IT needs of your staff while further developing my technical and problem-solving skills. I have attached my resume for your review and am looking forward to the opportunity to discuss how my background, skills, and enthusiasm for IT support can be of value to TrueContext.

Thank you for considering my application. I hope to bring my technical skills, positive attitude, and passion for tech support to TrueContext.

Sincerely,

Aayush Chaudhary

