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**Microserve Computer Services**  
Victoria, British Columbia

Dear Hiring Manager,

I am writing to express my interest in the Service Desk Analyst co-op work placement at Microserve. As a current undergraduate student in computer and software engineering, I am eager to use my technical skills and passion for problem-solving to help support clients and internal teams and use my skillset in solving real life challenges.

During my studies, I gained extensive experience in programming languages such as C/C++, Java, and Python, as well as tools such as Git, Visual Studio, and Android Studio. In addition, I have experience with customer service through my work as a Customer Service Desk and Grocery Clerk at Save-On-Foods, where I managed inventory, answered customer inquiries, and maintained accurate records.

As a Service Desk Analyst, I am confident that I can use my technical and customer service skills to provide first-level technical support for all business and technology inquiries for Microserve's external clients and internal teams. I have experience working with applications and systems to undertake analysis, diagnosis, and resolution of problems, as well as balancing creative and technical problem-solving with customer service to ensure that all users have access to the software and resources they need.

In addition to my technical and customer service skills, I am a quick learner and am always eager to expand my knowledge and expertise. As someone who thrives in an environment dedicated to cooperation and teamwork, I am excited about the prospect of contributing to your team's goals. Furthermore, I am thrilled about the training opportunities being offered to co-op students to develop their knowledge of next-generation cloud technology and development platforms.

Given my current work-term setting, I would be able to take a **4 or 8-month co-op** for up to **two consecutive terms**. Thank you for considering my application.

Most Sincerely,



Arfaz Hossain (He/Him/His)  
*Enclosed Documents: Resume, References*