

Arfaz Hossain

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Operto Guest Technologies

Division: Operto Vancouver
Victoria, British Columbia

Dear Hiring Manager:

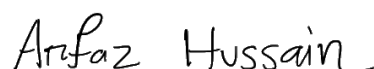
I am writing to apply for the Junior IT Support Co-op at Operto Guest Technologies. As someone who is always eager to learn and grow in my field, I believe that this is an excellent opportunity to gain valuable experience and enhance my skills in software development.

I have a fascination for developing graphical web, desktop and mobile applications, and I am continually learning skills through my personal interests and hobby projects outside school. In my GitHub portfolio, I have a collection of development projects ranging from an iOS weather application, 2D and 3D graphical applications in OpenGL, C++ and C#, to web development projects mostly in JavaScript and React. During my first year, I gained valuable experience in the food and beverage industry by working as a customer service representative and grocery clerk. This helped me gain a lot of transferrable skills in my second year as I began to work in teams and group projects. I have a passion for designing and developing user interfaces and have a strong interest in developing and maintaining graphical applications in the future.

In considering the alignment of responsibilities between an IT Support Intern and my own qualifications, I have experience in a customer service environment before and during the start of my academic studies at University of Victoria. I have employed my technical skills in my customer service roles to help automate tasks in my previous workplace. Although I do not have a direct experience in an IT Support or ticketing environment, I am eager to learn the important skills that comes with this role. I am proficient in configuring and troubleshooting both Windows and macOS devices. Currently I have been working as a Software Development Engineer with the ground support team at UVic Rocketry in the Xenia-2 project. While I may not possess extensive experience, I am adaptable and always eager to learn and am confident that I can quickly gain familiarity with any new tools or techniques necessary to excel in this role.

Given my current work-term setup, I am **available for an 8-month co-op term** and would be open to the possibility of participating in two consecutive terms **and relocation**. Thank you for considering my application. I look forward to the opportunity to further discuss my skills and experience with Operto Guest Technologies.

Most Sincerely,



Arfaz Hossain (He/Him)
2nd Year Software Engineering (BSEng) Student,
University Of Victoria