

September 4, 2024

DXC Technology

Advanced Solutions, a DXC Technology Company
Victoria, BC

Dear Hiring Manager:

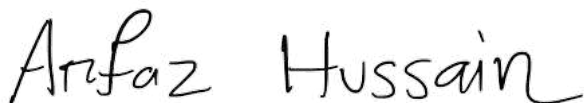
I am writing to express my strong interest in the Service Desk Analyst Co-op at DXC Technology. I am a software engineering student at the University of Victoria in British Columbia. I am eager to learn and grow in the field of computer and software engineering, and I believe that this role will help me gain valuable work experience related to my interests and help me acquire a practical understanding in a real-world setting.

Throughout my academic endeavours, I have had the chance to explore and learn about many important concepts in software engineering, such as object-oriented programming, software architecture design, agile methodologies and software testing. My academic and project experiences align well with the requirements of this position:

- **Customer IT Support Experience:** In previous roles, I have provided customer service and technical support in fast-paced environments. This experience has honed my communication and problem-solving skills, allowing me to handle diverse customer inquiries and provide effective solutions promptly.
- **Proficiency in Software Development and Automation:** I have completed various projects that demonstrate my proficiency in full-stack development using TypeScript, React, and Python. I have also implemented automation tools such as Selenium, Puppeteer, and WebDriverIO to enhance testing efficiency and reliability.
- **Understanding of ITIL Framework:** While not yet certified in ITIL, I am familiar with its principles and the importance of structured IT service management. I am eager to learn and apply these concepts in a practical setting to improve service delivery.
- **Collaboration and Teamwork:** As an active member of the Engineering Students Society and VikeLabs, I have collaborated with peers on software projects and led workshops, which has further developed my teamwork and leadership skills.

I am confident that my technical skills, eagerness to learn, and commitment to providing excellent customer service will make me a valuable addition to your team. I am currently available for **an 8-month** work term and would be open to the possibility of participating in more than two consecutive terms. Thank you for considering my application. I look forward to the possibility of speaking with you further about this role.

Most Sincerely,



Arfaz Hossain (He/Him)
Software Engineering Student,
University of Victoria

Arfaz Hossain

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EDUCATION

University of Victoria

Bachelor of Engineering in Software Engineering

Victoria, BC

Sept. 2021 - Present

TECHNICAL SKILLS

Languages: Java, Python, TypeScript, JavaScript, Objective-C (Swift), C++, HTML/CSS, R

Frameworks and Libraries: Node, Next.js, React, Express, Material, Shadcn, Tailwind CSS

Databases: MySQL, PostgreSQL, SQLite, MongoDB, Redis, DynamoDB, CloudSQL

Developer Tools: Visual Studio, IntelliJ, JUnit, Eclipse, Maven, Gradle, Git, Docker

TECHNICAL PROJECTS

Course Planner | *Next.js, React, TypeScript, PostgreSQL, Tailwind*

Feb 2024 - Present

[www.github.com/arfazhxss/course-planner](https://github.com/arfazhxss/course-planner)

Victoria, BC

- Developed a course planning tool using Next.js to help students plan courses and track degree progress
- Integrated PostgreSQL for database management of course data and user information
- Implemented drag-and-drop functionality in React with state functions to enhance user interactivity
- Designed the User Experience using TailwindCSS to create a seamless and intuitive user experience

Automated Application System | *Bash, Python, LaTeX*

Dec 2023 - Present

[www.github.com/arfazhxss/app-sys](https://github.com/arfazhxss/app-sys)

Victoria, BC

- Automated and streamlined entire job application process optimizing workflow and data handling
- Utilized multithreading for simultaneous data extraction and processing tasks, reducing runtime by 60%
- Built command-line tools for data input, and batch file processing, reducing manual efforts by 90%
- Increased consistency by 70% by implementing proper data cleanup and extraction

Jabref - Open Source Contributions | *Java, JUnit*

Dec 2023 - May 2024

[www.github.com/arfazhxss/jabref](https://github.com/arfazhxss/jabref)

Victoria, BC

- Developed 100+ unit tests to ensure end-to-end correctness of file lookup in JabRef's database
- Implemented 20+ caching tests to optimize JabRef's performance and memory management
- Implemented 30+ integration tests to verify correct interactions between multiple modules and classes
- Engineered end-to-end functional tests validating bibliography management workflows

Ground Support System | *React, TypeScript, MongoDB, Figma*

Jul 2023 - Jan 2024

[www.github.com/UVicRocketry/Ground-Support](https://github.com/UVicRocketry/Ground-Support)

Victoria, BC

- Collaborated with 13 developers to create portable telemetry software for rocket performance analysis
- Developed front-end components using TypeScript and contributed to the final Figma designs
- Integrated live telemetry data from MongoDB database into MaterialUI tables for post-flight analysis
- Implemented data visualizations with MaterialUI tables and charts for engineering students

Rubik's Cube (3D Simulation) | *C++*

Feb 2023 - June 2023

[www.github.com/arfazhxss/rubiks-cube-cpp](https://github.com/arfazhxss/rubiks-cube-cpp)

Victoria, BC

- Developed a 3D simulation with OpenGL, integrating GLSL for visuals and math operations
- Created intuitive keyboard controls for cube rotations using keys like L, J, I, K
- Enhanced user interaction with dynamic zoom via keyboard shortcuts

EXPERIENCES

Software Team Lead

Feb 2024 - Present

VikeLabs

Victoria, BC

- Collaborated with 5+ team leads to organize workshops for 100+ CS and software engineering students
- Collaborating with executives from 3+ student clubs to co-host tech events, boosting attendance by 25%
- Fostering partnerships with other student organizations, expanding resource-sharing opportunities

Graphics Coordinator

Jan 2023 - Present

Engineering and Computer Science Students Society

Victoria, BC

- Created 40+ posters and social media campaigns for engineering events
- Volunteered at 20+ events, enhancing student engagement and participation
- Updated and maintained ECSS website and exam bank accessed by 600+ engineering students

Various Positions: Grocery Clerk, Cashier and Deli Clerk

Apr 2022 - Sept 2022

Save On Foods

Victoria, BC

- Oversaw store operations with a team of 10-12 employees which ensured smooth daily workflow
- Handled customer inquiries while collaborated with 3 departments through effective communication channels
- Maintained inventory accuracy, reducing stock shortages by 7% through detailed record-keeping and rotation

Customer Service Representative, Cashier

Sept 2021 - May 2022

Tim Hortons

Victoria, BC

- Served 150+ customers daily, ensuring friendly and efficient service
- Managed cash transactions with 100% accuracy while training new staff members
- Prepared and served coffee and food to company standards, ensuring consistent quality

Data Analyst Intern

Jan 2021 - Aug 2021

Moment Touch Properties Ltd.

Dhaka, Bangladesh

- Analyzed real estate market data using Excel which improved accuracy of property valuations by 7%
- Developed Python scripts to automate data scraping and bash scripts for cleaning and analysis
- Compiled and presented data reports through automated Excel macros processes

VOLUNTEERING EXPERIENCES

Mentor, Volunteer

January 2023 - Present

University of Victoria Students Society

Victoria, BC

- Mentored 5 first-year students, providing academic guidance and fostering a supportive community
- Volunteered 50+ hours to support and enhance the international student experience

Rescue Volunteer

Aug 2019 - May 2021

Bangladesh Animal Welfare Foundation, Obhoyaronno

Dhaka, Bangladesh

- Advocated for responsible pet ownership through community outreach, creating 15-20 monthly posters
- Collaborated with teams of 5-7, including volunteers and veterinarians, rescuing 10-15 street animals
- Built and maintained strong relationships with local businesses to support animal welfare initiatives

Magazine and Event Executive

June 2016 - May 2019

Remians Language Club

Dhaka, Bangladesh

- Led a team of 150+ members in creating and distributing annual magazines, enhancing club visibility
- Secured sponsorships from 10+ local businesses, raising funds to support club events and activities
- Utilized Adobe Creative Suite to design educational materials for community engagement

Debater, Graphics Coordinator

January 2016 - March 2018

Remians Debating Society

Dhaka, Bangladesh

- Led a team of 5 to organize inter-school debate tournaments, attracting 100+ participants each event
- Collaborated with a team to organize over 15 debate events, ensuring smooth logistics

REFERENCES

Le Hung Nguyen

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Computer Engineering, University of Victoria*

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*Software Development Engineer,
Amazon Payment Platforms*

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CERTIFICATIONS, HONORS AND AWARDS

- **Recipient of University of Victorias International Entrance Scholarship** 2021 - 2022
- **International English Language Testing System (IELTS), Grade: 8.0/9.0** 2020