Arfaz Hossain

Victoria, British Columbia

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DXC Technology
Advanced Solutions, a DXC Technology Company
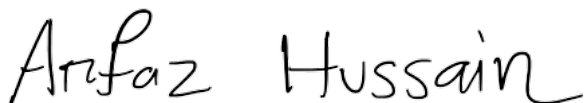Victoria, BC

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