

ALEXANDER SCHAAP

TECHNICAL SOLUTIONS ENGINEER

Hamilton, October 5, 2019

Dear Hiring Manager,

In response to your Technical Solutions Engineer job posting on McMaster University's OSCARplus, I have attached my resume for your review. My experience in various roles as a liaison between available technology and people in need of solutions allows me to efficiently address customers needs and ensure their satisfaction. Proven industry experience as a researcher/consultant has made me an effective communicator, and I genuinely enjoy helping people solve problems.

Having successfully performed troubleshooting on computers since elementary school, I bring the desired aptitude and mindset to the table. In grad school, I solved other graduate students' Windows, Linux and network connectivity problems, and due to my versatile knowledge I quickly became the go-to person for such questions. The issues ranged from a Thunderbolt display flooding the building's wired network with packets to troubleshooting malfunctioning PC hardware. In my Research Assistant position during this time, I researched solutions to issues raised by our industry partner, learning new systems and standards for every project. I effectively communicated my findings via quarterly reports, presentations to upper management and weekly meetings with domain experts. At home I enjoy working on personal projects including a more secure router using OPNsense and a server, where I use a top-level domain via dynamic DNS to access my self-hosted services.

Google has distinguished itself as a company that values intellect and creative solutions, in addition to listening to employees regarding project Maven for example. The opposition to censorship and respect for privacy by withholding project Dragonfly are admirable and align with my personal values. I also believe that Alphabet's extensive range of products and services via its many subsidiaries is an intelligent approach to ever-changing markets, and one that keeps customers engaged.

I am confident that my expertise and passion will prove to be an asset to the organization. Thank you for your time and consideration. I look forward to hearing from you and further discussing my qualifications.

Sincerely,

Alexander Schaap