**Moti Begna**

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To the Office of Information Technology,

I am interested in the Student Technology Help Specialist position here at the University of Minnesota Twin-Cities. I am always looking for opportunities to expand my knowledge of IT/technology, and I believe that this position aligns with my future career goals. My computer science and engineering experience, in addition with my team-driven approach, technical abilities, and customer service experience would make me an excellent addition to the team.

As a current Office Assistant at the Radius apartments, I continually have the opportunity to hone my customer service skills by ensuring that I help residents find answers to their questions to the best of my ability. Whether that be answering logistical questions about housing, or interpersonal issues with other residents, ensuring that they feel as though they are getting the help that they need is always a top priority. In addition to my experience as an Office Assistant, my customer service experience with Best Buy as well as my former experience as a Computer Center Coordinator at the Radius have also given me the opportunity to link customer service with technology. As a person with a passion for technology, I greatly enjoy the opportunity to solve technology related issues. Through these positions, I’ve come to not only gain technical skills in how to resolve tech-related problems, but I’ve also come to understand the value in sharing those skills with others so that they may be able learn and grow more comfortable with their tech as well. Ultimately, I believe that all these experiences have prepared me to be a contributing member of the IT team.

I would appreciate the opportunity for an interview to further discuss my interest and qualifications for the position. My strong computer science skills coupled with my customer service experience would make me a great fit for your organization. Please feel free to contact me if you have any questions or would like more information. Thank you for your time and consideration.

Sincerely,

Moti Begna