

Matthew Zaldana

123 Main St, Anytown, CA 90001 | (555) 555-5555 | matthew.zaldana@domain.com

10-5-2021

Mr. Alex Yee
Director of Systems
City of Los Angeles Recreation and Parks
211 N Figueroa St,
Los Angeles, CA, 90039

Dear Mr. Alex Yee:

I write to express for you my interest in the position for Systems Analyst for the City of Los Angeles Recreation and Parks department which I found via the laparks.org webpage. As a current administrative intern in the systems division for the same department, I have learned to manage and complete my tickets in a timely manner, ask end users simple questions regarding their incident, analyze a problem to reach its best solution, and direct other inquiries to my supervisors when I don't have the exact answer. My current job allows me to experience the joy of helping other users and I would love to feel the joy of helping my fellow coworkers solve issues that only a server administrator would know from extensive experience in the field as well as knowledge acquired from higher education.

Thanks to my additional experience in IT at a college campus that administered thousands of employees' IoT devices, I believe to be the perfect candidate. So far, I have deployed 2500 computers, 750 printers, resolved more than 300 tickets, and troubleshooted incidents in a broad array of peripherals and devices, from the server side to a laptop to a headset, all within the last year. I have also managed file and system servers. I know how to image computers individually and over a network as well as deploying those computers and installing them in their final location before being accessed remotely access.

I am currently a student at California State University, Long Beach majoring in Computer Science. Thus far, my coursework has taught me a wide range of programming languages and its different implementations. For example, one project I have completed deals with Wireshark hacking via a Kali Linux VM to gain access to spoofed IP addresses. I am also working on my senior project which entails an encrypted server, app, and database all hosted within AWS, which is one the recommended certifications that can be used to apply for the position.

I would like to meet in person as soon as you are available to discuss this further. I have attached my resume for a detailed discussion as to my experience. With experience in IT in the public and government sectors as well as programming education, I cannot fail you. I sincerely hope you are doing well during your recruiting season.

Sincerely,

Matthew Zaldana