CUTE AGRAWAL

**Email:** [agrawacu@sheridancollege.ca](mailto:agrawacu@sheridancollege.ca)

Brampton, Ontario (**willing to relocate**) | **Phone:** (905) 782-7288 | **Website:** cuteagrawal.com

March 23, 2024

**Okta**

401 Bay Street 11th Floor

Toronto, ON

Subject: Application for the position of macOS Software Engineer Co-op - 4 months (summer 2024)

Dear Hiring Manager,

I am writing to express my interest in the macOS Software Engineer Internship position at Okta. With a strong background in software development, a passion for learning, and a drive to excel, I am excited about the opportunity to contribute to your team.

Throughout my academic and professional journey, I developed my skills in software development and IT support, making me well-equipped to take on the challenges at Okta. My recent co-op experiences at Emkal and Sheridan College have provided me with hands-on experience in providing technical support, developing software solutions, and contributing to projects aimed at enhancing user experiences.

I am currently pursuing certifications in Google Cybersecurity and CompTIA Security +, further enhancing my knowledge and skills in the security domain. My educational background in Software Development and Network Engineering from Sheridan College has provided me with a solid foundation in programming languages such as Java, C#, and Swift, along with proficiency in HTML, CSS, JavaScript, and SQL. Additionally, I am currently expanding my skill set by learning Swift and Kotlin to develop IOS and Android mobile-based applications.

At Emkal, I conducted security audits and administered tasks in the Microsoft Admin Centre. My responsibilities included troubleshooting technical issues and implementing security policies. Additionally, my tenure at Sheridan College equipped me with skills in managing inventory, testing software compatibility and redesigning the service portal.

Moreover, my participation in the Hack for Good 2022 competition, where I secured the first position and a $2500 prize, emphasized my ability to innovate and solve complex problems effectively. I am committed to driving positive change through technology—a value that resonates with Okta's mission to empower individuals and organizations through secure identity solutions.

Furthermore, my entrepreneurial venture at Cuconut has allowed me to develop websites, collaborate on projects using various tools, and market products effectively. From this experience, I developed a strong sense of initiative, creativity, and adaptability—qualities that I believe align well with your innovative and dynamic environment.

Thank you for considering my application. I am enthusiastic about the possibility of contributing to Okta's mission and eager to bring my skills and passion to your organization. I look forward to the opportunity to discuss how I can contribute to your team further.

Please find my contact information below for any further communication:

Phone: (905) 782-7288 and Email: [**agrawacu@sheridancollege.ca**](mailto:agrawacu@sheridancollege.ca)

Sincerely,

Cute Agrawal

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**SUMMARY**  
  
I am a highly motivated IT professional passionate about enhancing user experiences through technology. With a year of experience as a Laptop and Classroom Support Technologist /Service desk analyst, I have improved my skills in providing exceptional customer service and solving technical issues efficiently. My achievements include winning a hackathon with a $2500 cash prize for designing a user-friendly application for individuals with ADHD and creating multiple websites using HTML, CSS, Bootstrap, and JavaScript. I have also contributed to software testing, Windows 11 deployment, and service portal redesign projects.

**WORK EXPERIENCE**

Emkal - Service Desk Technician September 2023 - January 2024

* Ran Security Audits for Suspicious activities and reported to the proper departments. [Microsoft Entra (SIEM)].
* Performed Administrative tasks in the Microsoft Admin Centre. (eg: Delegation, account management)
* Set up new employees with new user accounts and provided them with appropriate licenses. Used Domain Controller and Microsoft Azure active directory.
* Upgraded networking hardware using unifi. Equipped clients with a reliable and safe network.
* Helped customer with their technical issues remotely.
* Worked on documenting incidents to bring down ticket turnaround time.
* Implemented new security policies for EmKal clients. (Multi-Factor Authentication)
* Reported bugs in the website and portal to my manager
* Helped in deploying new software for EmKal. (EmKal Voip)

Sheridan College - Laptop and Classroom Support Technologist December 2022 - August 2023

* 8 months of experience in providing technical support to clients, effectively troubleshooting and resolving their technical issues.
* Demonstrated proficiency in updating and maintaining the database using Microsoft Azure Active Directory, ensuring accurate and up-to-date information.
* Managed an extensive inventory valued at over $150,000, efficiently tracking assets and distributing equipment to customers, including setting up printers.
* Utilized ServiceNow to create and manage tickets, delivering timely and effective solutions to client inquiries and concerns.
* Actively participated in testing new software and assessing the compatibility of Windows 11 for deployment across Sheridan College's systems.
* Played a vital role in enhancing the overall customer experience within the IT office.
* Contributed to the redesign of the service portal, working closely with the IT director to create a more user-friendly interface.
* Engaged in regular meetings and collaborated with diverse teams on numerous projects.

Cuconut (Startup) - Programmer and Founder February 2021 – present

* 6 months of experience in programming and marketing.
* Developed a website for an organization.
* Used HTML, WordPress, CSS, and Bootstrap framework.
* Collaborated using GitHub, and Microsoft Office Products.
* Created UI/UX for multiple projects.
* Marketed the brand and went on business trips.
* Attended numerous meetings and worked with many clients.

**CERTIFICATION**

Google Cybersecurity Professional Certificate - in progress

* Foundations of Cybersecurity (**Completed**) - Learned to Identify different security risks, and learned about CISSP Security Domains and common tools used by security analysts.
* Play It Safe: Manage Security Risks (in progress)
* CompTIA Security + (in progress)

**EDUCATION**

Sheridan College - Software Development and Network Engineering

* Learned Object Oriented Programming in JAVA.
* Developed websites using HTML, CSS, and JavaScript. Learning Database and Design. (SQL)
* Used GitHub to learn version control and used the Linux operating system.
* Used C# (.Net), C (data structures and Algorithm). Created UI/UX for assignments.
* Android and IOS application development, CI/CD and .Net Framework.

**HACKATHON**

Hack for Good 2022

* Achieved the First Position and secured a $2500 prize, demonstrating exceptional innovation and problem-solving skills.
* Designed and developed a ground-breaking prototype of an application dedicated to assisting individuals with ADHD in improving focus and overall well-being. The application starts with a game and helps the user to calm down. It also records the data and shares it with the doctor.
* It also features a premium section that can benefit the user and help with development costs.
* Noteworthy Achievement: Won the competition by being the individual participant to secure the first position.

**SKILLS**

* **Customer Service:** Worked with thousands of customers in troubleshooting their technical problems.
* **Hardware upgrading:** Upgraded Sheridan's classrooms and Offices with newer technology.
* **Communication:** Talked to clients and helped them with their queries.
* **Teamwork:** Worked on numerous projects with multiple teams
* **Fast-paced worker:** Worked on shorter deadlines.
* **Presentation:** Presented projects to higher management.
* **Leadership:** Led many projects in school and the workplace.



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