**Résumé and Cover Letter (50 points)**

Read chapter 16 Résumés and Other Job-Search Materials in your textbook before you complete this **three-part assignment**.

1) Find a job listing that interests you and relates to your educational or employment background; this may include an internship or a dream job at IBM or Boeing. You can find job postings through Monster.com, the UH Career Center database, ZipRecruiter, the Houston Chronicle classifieds or any of the venues recommended by your textbook in the section, *Explore Online Resources* on page 369.

* When you turn in the final copy of your assignment, **include the job announcement** with it.

2) Write a **1-page** **résumé** in appropriate format. (unless you have more than 10-year’s experience). Keep in mind that Job Fairs recommend a 1-page resume, so you should have one on file. When you draft it, consider whether you should have a reverse chronological, functional, or combination résumé, and organize your résumé accordingly. Please refer to the folder (Resume Handouts) under current links on Blackboard for samples and advice on effective strategies for drafting your résumé: I have included several “Internship Resume Samples” in that folder.

3) Write a **persuasive** **job application letter** (cover letter) to accompany your résumé.

**A successful résumé will:**

* Display appropriate, attractive, professional format and style.
* Emphasize your strongest skills through the organization of résumé parts (career objective, education, work experience, etc.).
* Use action verbs to highlight skills and accomplishments.
* Be free of errors in grammar and mechanics.
* **Résumés with more than 3 significant proof-reading errors will not receive an A.**
* Demonstrate clarity, concision, and fluency.
* Include an attached job listing.

**A successful cover letter will:**

* Refer to the name of an employee in the company, if possible.
* Refer to the source of your information (Monster.com, UH Career Center, etc.).
* Refer to the job title and describe in detail how your qualifications fit the requirements.
* Use the body of the letter to build interest and to persuade the employer to hire you.
* Motivate action in its closing.
* Demonstrate clarity, concision, and fluency.
* Avoid errors in grammar, mechanics, and style.

PLEASE START YOUR ASSIGNMENT ON THE NEXT PAGE

Huynh Doan

10822 Cayman Mist Dr, Houston, TX, 77075 | (832) – 566 – 3079 | [dandbusiness01@gmail.com](mailto:dandbusiness01@gmail.com)

<https://github.com/dandoan1/Projects>

# Objective

To attain the position of help desk at Seccuro Groups.

# Education

**University of Houston, Houston, TX**

Bachelor of Science, Computer Information System

* Expected graduation date: Fall 2023
* Currently in first semester

Future CourseWork:

IS Infrastructure & Networks Database Admin & Implementation

System Analysis & Design Project Management & Practice

Advance IS Development Enterprise Application Development

Fundamental of Info Security

**San Jacinto College, Houston, TX**

Associate of Arts, General Studies

* Cumulative GPA: 3.85
* Awarded August 2020

# Technical Skill

**Computer:**

Programming Language currently learning: Python 3

Operating System: Windows XP, 7, 8 10, Ubuntu

Application Software: Word, Excel, VMware

Browsers: Internet Explorer, Firefox, Google Chrome, Safari

Hardware: PCs, Laptop, Printer, Router

General knowledge: Troubleshooting, Software Installation, Customer Service, User Training, Online Support, Problem Diagnosis, Complaint handling, Computer Maintenance

Future Certifications Goals: COMPTIA A+, Microsoft 365, Google Cloud, Cisco

Other interest: Game design, Marketing, Sales, Cybersecurity

# Work Experience

Walgreens Pharmacy Technician, 2018-2019

Walgreens Customer Service Associate, 2019-2020

October 1st, 2020

Seccuro Group

543 East 2nd Ave, Suite 1

Durango, CO 81301

Dear Hiring Manager:

Please consider my application for your Desktop support (from home or office) position advertised on www.ziprecruiter.com. I am an eager learner and have knowledge about Window OS, online support, and customer service and will continue to learn more about said topics as I earn my Bachelor of Science in Computer Information System at the University of Houston. I was very interested when viewing all the aspects that your company offer on your website such as network security and the many IT services. This position fit me as I have and want to apply my customer service skills and my knowledge in computer for your services.

I have in the past worked with different kind and type of customers through my old jobs as a customer service rep. I can clearly express myself and interact with different clients and managers that are needed help or information. With my daily use of my computer at home, I have also attained knowledge in application installations of many different kind of software and where to look for them. Additionally, my knowledge in Window OS and troubleshooting, as I have fixed many other computers other than my own, such as my relatives and friends, will be of use to your company. I also have the practical skill of computer hardware and how to test for certain problems by utilizing different applications. I am also comfortable working in my own home as I do own a personal computer that I would use to assist the customers of Seccuro. I am learning and will be taking the COMTIA A+ exam for the added certification.

I want to apply my knowledge of customer service, application software, operating system, and troubleshooting to assist Seccuro and their customers in reaching their goals. The classes offered by the College of Technology has improved my skills and understanding of computer while also improving my communication skills through online classes.

I will be pursuing a PhD in Computer Science after graduation and I hope I am working for Seccuro when that happens. I appreciate your time reading this and considering me for the position. I will be attaching my resume with this letter and would be glad to answer any questions that you might have.

Sincerely,

Dan Doan

# Tier 1 and or Tier 2 Desktop support

### [**Seccuro Group**](https://www.ziprecruiter.com/c/Seccuro-Group/Jobs)[**Houston, TX, USA**](http://maps.google.com/?q=Houston%2C%20TX%2C%20USA&z=9)

### Compensation

$40,000 to $70,000 Annually

### Employment Type

Full-Time

### Why Work Here?

*“Seccuro Group, IT Service Providers based in Southwest Colorado. Full time, work from home or in an office.”*

Currently seeking an individual for in-office and/or work at home Tier1 Desktop support.

**Help Desk/Desktop Support, Level 1 Support, Tier 1 Technician.**

EXPERIENCE REQUIREMENTS

* Candidates must have two or more years of work experience in customer service or service industry positions where he/she has demonstrated excellent customer service.
* Candidates must have a strong interest in IT. Not required - one or more years of experience with supporting Microsoft Windows Desktop OS, Windows Servers, and general application support.

CUSTOMER SERVICE SKILLS

* Assist with incoming client requests for service.
* Address time-sensitive issues promptly.
* Identify, categorize, and organize tickets according to priority and severity.

EXCELLENT, PROFESSIONAL COMMUNICATION

* Strong written/oral communication skills and interpersonal relationship skills required to interact successfully with senior management, clients, and visitors.
* Demonstrated ability to make difficult concepts easy to understand to the client.

LOGICAL TROUBLESHOOTING SKILLS

* BASIC LEVEL Desktop, server, and network infrastructure troubleshooting and maintenance.
* Monitor queues, email, and phone systems for incoming support requests
* Effectively leverage N-able and Solarwinds ticket workflow and escalation process.

MULTI-TASKING & STRATEGIC THINKING

* Candidates will be required to field incoming requests while working on several items at one time. Must be able to meet deadlines and effectively communicate issues/solutions.
* Project Execution experience is helpful.
* Onsite IT Support will include client interaction, troubleshooting and problem solving

DIVERSE & PROFICIENT TECHNICAL SKILLS

* Experience with managing multiple integrated applications and projects related to ongoing improvements and enhancements
* Practical skills with Desktop Hardware is required
* LAN topology and end-user application support is desirable
* Entry-level experience in all Microsoft Operating Systems and Applications is required
* Experience managing vendor relationships a plus
* Certifications - MCSE, MCP, CompTIA A+, and Network+ are a plus, but not required. Any additional specialized certifications are a plus.
* Working knowledge of server applications and services (Exchange/Office 365, Active Directory, SQL, Backup Solutions, etc.) is a plus
* Working knowledge of desktop applications in a Windows environment
* Working knowledge of virtualization technology

PHYSICAL REQUIREMENTS

* Ability to identify opportunities for improvement in the technical environment
* Able to lift 75 pounds (Servers, Computers, Network Hardware, Cabling, etc.)

Report Job

Company address: 543 E 2nd Ave, Durango, CO or 600 Travis St Houston, TX

Posted date: 6 hours ago

[View all Jobs at Seccuro Group](https://www.ziprecruiter.com/c/Seccuro-Group/Jobs)