

## **Cover Letter**

### **Admissions Office**

Centennial College  
Progress Campus  
Toronto, ON

Dear Admissions Team,

My name is Cabdirahman Ibrahim, and I am excited to apply for the Health Informatics Technology Fast Track (3528) program at Centennial College, starting in January 2025. This program is my first choice because it matches my background in computer systems and networking, and I am interested in using technology to help improve healthcare.

I am currently finishing a diploma in Computer Systems Technician Networking, where I have gained skills in network setup, system maintenance, and troubleshooting. I have hands-on experience with networking devices, operating systems, and security measures. Through various projects, I have developed strong problem-solving and analytical skills that I believe will be useful in the field of health informatics.

In addition to my technical training, I have over 10 years of experience in troubleshooting hardware and software and managing IT operations. This experience has helped me build good communication and teamwork skills, which I look forward to using in the Health Informatics program.

As my second choice, I am also interested in the Software Engineering Technician Fast Track (3428) program at Progress Campus, also starting in January 2025. I believe my experience fits both programs well, and I am eager to learn more and grow my skills.

Thank you for reviewing my application. I look forward to the opportunity to be part of Centennial College and to build my career in health informatics.

Best regards,  
Cabdirahman Ibrahim

## **Resume**

**NAME:** Cabdirahman Ibrahim  
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## **PERSONAL PROFILE**

To secure a career opportunity in the IT field as a Computer Systems Technician where I can fully utilize my skills in networking, troubleshooting, and system maintenance while contributing to the efficiency and success of the organization.

## **HIGHLIGHTS OF QUALIFICATIONS**

- Pursuing a diploma in Computer Systems Technician Networking, with a GPA of 3.908.
- Over 10 years of experience in hardware and software troubleshooting.
- Hands-on experience in setting up and managing network devices.
- Skilled in installing and upgrading software, including Windows operating systems and antivirus programs.
- Knowledgeable in system security and data protection.
- Excellent communication and customer service skills.
- Strong ability to work collaboratively in team environments.
- Proven ability to solve technical problems efficiently and accurately.

## **PROFESSIONAL EXPERIENCE**

**Job Title:** Owner/Technician.

**DATE:** 2006 – 2010

**Company:** Ambassador Internet Cafe, Somalia.

- Managed day-to-day operations and handled customer relations.
- Repaired hardware issues and maintained computer systems.
- Installed and updated software programs, including Windows operating systems and antivirus software.

**Job Title:** Maintenance Worker.

**DATE:** 2014 – 2017

**Company:** Heavy Duties, Toronto, Ontario, Canada

### **List your core responsibilities**

- Performed various maintenance duties such as plumbing, light bulb replacement, and painting.
- Ensured safety and cleanliness of facilities.

**Job Title:** Teacher

**DATE:** 2012 – Present

**Company:** Abu Huraira Centre Toronto, Ontario, Canada

- Teach students of different age groups Arabic language and Islamic values.
- Created tailored lesson plans to meet the needs of individual students.

## **EDUCATION**

### **Computer Systems Technician Networking**

Centennial College, Toronto, Ontario, Canada.

2022 – Present

### **Adult High School Diploma**

Scarborough Centre for Alternative Studies, Toronto, ON

2014

At Centennial College, I developed skills in networking, troubleshooting, and system maintenance through hands-on labs and projects. I also gained valuable experience by helping classmates solve technical issues, which improved my problem-solving and teamwork abilities.

### **Relevant Courses Completed:**

- Wireless Technology, Customer Skills, Routing & Switching
- Windows Server Operating Systems, System Scripting
- Fundamentals of Computer Networking, PC Hardware

### **Key Achievements:**

- I noticed that my students were having trouble engaging with the material and were not performing well on their assessments.
- I decided to change my teaching style and began using an interactive approach that included hands-on activities and group discussions.
- This made a significant impact; my class became the top performers in the school, and the administration chose to implement my teaching style in other classrooms as well.

## **PROFESSIONAL DEVELOPMENT:**

**Diploma in Computer Systems Technician Networking – Centennial College, Toronto, ON - Date: September 2022 - Present**

At Centennial College, I built a solid foundation in networking and system maintenance, with a focus on telephony systems. I gained hands-on experience in setting up and managing telecommunications technology.