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27 August 2020

The Hiring Manager

Transdev

Level 6, 125 Queen Street

Auckland 1010

Dear Sir/Madam,

**Graduate Programme, reference – ref: 496076**

I was pleased to see your advert for your graduate scheme starting in March 2021, and would like to know more about this role. I have great IT, customer service and organization skills from my work experience and education and seek to continue building my career in the public service industry. I would enjoy the challenge of working for a prominent transport company, and see public transport as important for a sustainable future.

You will see from my CV that I offer:

## High level of motivation and KPI performance

While studying, my motivation helped me get selected for and graduate from Science Scholars, complete two Summer Scholarships and represent students as a UniGuide and class rep. At 2degrees, I won several quarterly awards through my hard work and dedication. I’ve effectively managed project work and additional tasks alongside my regular activities, for example creating process documents and troubleshooting templates.

## Excellent IT and teamwork skills

I have worked in two IT teams at 2degrees, and am completing a qualification in Computer Science in which I have achieved top grades and built strong relationships with staff across the department.

I’m interested in business processes and have used this interest to learn quickly and perform well in various administration and contact roles, also suggesting improvement ideas to management at 2degrees and Aviva, and delivering consistently high quality customer service.

## Strong communication and business process skills

I’ve used and developed great communication skills explaining concepts clearly in projects, presentations and other coursework at university, achieving an excellent GPA, and working with scholars from other disciplines.

At 2degrees, I supported different types of customers by phone and email, working closely with project teams in my Test Analyst position. I achieved 100% quality for 13 consecutive months.

I look forward to hearing more about your programme in the near future. Please let me know if you need any further information on my application.

Yours faithfully



Laurence Burrows