Philip Dumaresq

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Canada Revenue Agency

To whom it may concern,

I am applying to work with CRA in a co-op position as an Infrastructure Support Analyst. I am currently studying in the Computer Science program at Heritage College and as such have become good at troubleshooting hardware and software issues and building networks. In addition to these, I’m familiar with the Windows Vista, XP, 7, 8 and 10 as well as the Linux Ubuntu operating systems.

My first year in Computer Science has taught me the in and out of computers and outside of school, I’ve learned about the inside of laptop computers as well. I’m familiar with the downloading and preparation of operating systems, formatting of the hard drives and I’m efficient at using file recovery software for when files are lost unintentionally. These have been learned through my courses in hardware and operating systems as well as my networks course.

In my networks course, I’ve learned how to set up LAN networks in a secure manner and build user groups and take measures to protect these. I’ve gained a lot of experience in using the Microsoft Office suite, namely, Word, PowerPoint, OneNote and Excel between both home and school. I can use these to document problems and the solutions to those problems for myself and others to use in the future if similar problems are encountered.

In my volunteer experience, I’ve developed skills in communicating efficiently in both French and English and I’ve demonstrated many times my ability to work as a team leader. I love having challenging problems to solve and will pour my efforts into finding effective solutions to problems that I come across. If I’m not able to find a solution to the problem, I’m good at using available resources to help me find a solution and asking others who may have encountered the problem before. I am always looking forward to learning new strategies and love learning in hands-on environments such as the one that this job would offer.

Thank you for considering me for this position, I hope to hear from you.

Sincerely,



Philip Dumaresq