

7700 Adelphi Road, Apartment #34, Hyattsville, MD 20783.

January 20, 2022

The Hiring Committee,
Cloudflare, US.

Dear Hiring Committee,

I am thrilled to apply for the 'Support Data Analyst Intern' position. As an Information Systems Graduate Student at the Smith School, I look forward to contributing to the team and learning new skills along the way. I believe that my prior experience as a customer consultant in a fast-paced SaaS company will be an additional boost in carrying out my duties as a support data analyst.

As my resume indicates, I worked in Freshworks Technologies for 2 years where I was the dedicated point of contact for clients based out of the US and EU. I was instrumental in clients' business development by helping them adopt the product as per their requirements through regular consultation. During this journey, my time management skills helped me provide a holistic customer experience as I prepared for the meetings and presentations well in advance so as not to compromise on the quality. Recognizing my commitment, I was awarded the 'Freshworks - Hyper Helper' for my contribution to wholesome customer experience, as mentioned in the resume

During my undergraduate studies, I was the Treasurer of the Indian Institute of Chemical Engineers (IChE), Students' Chapter, and was responsible for organizing workshops, reviewing the financial portfolio of my department's annual symposium - CAPE (Conference on Advances in Process Engineering). These activities led to my association with people from various backgrounds that had exponentially helped me establish team management and leadership skills, which I believe could contribute towards the analyst job.

I am convinced that my customer-facing experience and organizational skills portrayed above can help make a positive contribution to the Support Data Analyst position. I would be more than happy to discuss my experience and the immediate support I can offer in this role. You may contact me via email at raghulpandi45@gmail.com or call me at (240)726-9941. I look forward to hearing from you soon. Thank you for your time and consideration.

Sincerely,
Raghul P Balamurugan
MS in Information Systems
Robert H. Smith School of Business