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Mr. Larry Villeneuve
Mediasoft Telecom
999 Hud Street
Ottawa, Ontario JSJ 7Y7

March 11, 2004

Dear Ms. Villeneuve,

Mediasoft Telecom's focus on computer solutions and software development for small businesses nation-wide is of particular interest to me as I am eager to experience the challenge of working on a variety of distinct projects. Computer Telephony and Web Applications is a dynamic and growing industry I would very much like to be a part of. Therefore, I am applying for the position of Analyst/Programmer at Mediasoft Telecom as advertised at Concordia University's Career and Placement Service.

Currently, I am completing the final year of a Bachelor's degree in Computer Science at Concordia University. My academic experience has provided me with the necessary tools to become an effective analyst/programmer. Through the design and implementation of several projects—completed in both individual and group environments—I have become proficient in programming, using Visual Basic, C, C++, GUI, Java, as well as Windows NT 4.0. Furthermore, my position as Programmer Analyst with Merck Frosst Canada supplied experience in a fast-paced business setting; and as a Service Technician in China, I developed problem solving skills and gained an essential understanding of general hardware components.

I am well aware of Mediasoft Telecom's commitment to excellence in customer service. My experience as a Customer Service Representative has helped me to fully develop my interpersonal skills. I have also provided customers with technical support both as a Programmer Analyst and as a Service Technician. All of these experiences have allowed me to foster an aptitude for strong analytical reasoning.

My academic and professional background has provided me with a solid foundation for a future at Mediasoft Telecom. Should you have any questions or concerns regarding my resume, please contact me at (514) 848-7345 or jzemin@hotmail.com. I will call you next week to make sure you have received my application.

Thank you very much for your time and consideration.

Sincerely,

Jack Zemin

Enclosure (1)