

Dear Hiring Team,

ServiceNow's commitment to transforming workflows with cutting-edge, AI-enhanced technology is truly inspiring. The opportunity to contribute to your Field Service Management optimization team as a **Backend Software Engineer Intern** excites me, as it perfectly aligns with my passion for building intelligent, efficient solutions that address complex business challenges.

As a **Master's student in Applied Computer Science at Dalhousie University**, I have cultivated a strong foundation in backend development and problem-solving. My experiences include:

- **Backend Development with Java/Kotlin:** Designed and implemented efficient data pipelines in my projects, integrating **MongoDB** and ensuring robust data handling.
- **Web Interfaces and JavaScript Frameworks:** Developed dynamic user interfaces using **ReactJS** and **Tailwind CSS**, ensuring seamless user interactions.
- **Data-Driven Intelligence:** Leveraged structured and unstructured data to implement prediction algorithms for academic performance tracking, providing actionable insights to users.

Additionally, I thrive in collaborative environments where creativity and innovation are encouraged. Whether it's debugging complex code, implementing machine learning solutions, or enhancing customer workflows, I bring a systematic approach to tackling challenges.

What excites me most about this role is the opportunity to contribute to **building combinatorial algorithms and data pipelines** that enhance customer workflows—a mission that resonates deeply with my technical expertise and career aspirations. I am eager to bring my **programming skills, creativity, and problem-solving abilities** to ServiceNow's dynamic team.

Thank you for considering my application. I look forward to the opportunity to contribute to ServiceNow's vision of making the world work better for everyone.

Best regards,

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