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January 16th 2025

Hiring Manager
Instruction Innovation & Technology Team
Georgia State University
Atlanta, GA

Dear Hiring Manager,

I am writing to express my interest in the **Application Support Specialist** position within the Instruction Innovation & Technology (IIT) team at Georgia State University. As a Computer Science student with a strong technical foundation and hands-on experience in software troubleshooting, I am eager to contribute my skills to support the IIT team's mission of delivering exceptional technology solutions.

My academic coursework in computer science has provided me with a strong understanding of programming, software administration, and customer support. Additionally, my work as a **Student Lab Assistant** at Georgia State University's Mathematics Interactive Learning Environment (MILE) has honed my ability to diagnose problems, explain technical concepts clearly, and foster positive relationships with students and staff. This experience directly aligns with the role's emphasis on customer interaction and troubleshooting technical issues.

In my volunteer work at the University AI Research Lab, I supported front-end development projects using tools like HTML, CSS, and JavaScript, collaborating closely with team members to deliver effective solutions. This background has equipped me with strong technical documentation skills and a commitment to maintaining organized, updated resources—key responsibilities in this role.

The technologies outlined in your job description, including Microsoft Office 365 tools such as Exchange, SharePoint, and Power BI, are areas where I am eager to deepen my expertise. My ability to work across platforms, including Windows, macOS, iOS, and Android devices, positions me well to support diverse user needs. I am also currently pursuing certifications in programming and computer science to enhance my problem-solving skills and technical knowledge further.

I am impressed by Georgia State University's dedication to fostering innovative solutions, and I am enthusiastic about the opportunity to contribute to the IIT team. I believe my combination of technical skills, customer-focused experience, and adaptability will enable me to excel in this role.

Thank you for considering my application. I look forward to the opportunity to discuss how my background aligns with the needs of the IIT team. I am available at your convenience and can be reached at +1-404-593-7480 or via email at skumari4@student.gsu.edu.

Sincerely,
Simmi Kumari