General Dynamics

To whom it may concern:

This letter and attached resume serves as an application for the job of the Customer Service/Help Desk Technician listed on your General Dynamics website

I am an IT professional with a combined 2 and ½ years of experience in both intern and paid technical IT positions. I am also a recent graduate of Strayer University having earned my Master’s Degree in Information Systems with a GPA of 4.0.

Most recently, I wrapped up my Technical Consultant contract task with the USDA through Blackstone Technology Group. Currently I serve as a (volunteer) Business Analyst/Web Developer for the Non-Profit Organization Hope One Source (www.hopeonesources.org), as well as a volunteer Web Administrator for the Sikh Foundation of Virginia.

I am tremendously interested in this Customer Service/Help Desk Technician position. Looking at the job requirements, I believe I can efficiently and effectively perform the duties in a team oriented, proactive manner. I work in a cooperative manner and have always put the mission first For example, in my capacity as a the Site Administrator for the Sikh Foundation of Virginia, I am responsible to serve as on call help desk support for the Foundation, and for the Foundation's events such as but not limited to: the Affordable Healthcare Act outreach and sign-up event, Sikh Jeopardy competition for children, Fundraising events, and other Religious programming.  My responsibilities include setting up machines (Laptops, PCs, speakers, projectors, and telephonic equipment), installing required software; verifying the machines were able to sniff the network to connect to wireless printers, and troubleshooting as required. For your reference I am attaching my resume, which demonstrates that my qualifications thoroughly map to the tasks for this position. My goal is not to meet your expectations, but to exceed your expectations, and therefore please consider my resume for this position. I am available to meet with you per your convenience and welcome to opportunity to discuss my qualifications in more detail.

Sincerely,

Shaan Taneja