Hello Clint,

            My name is Shaan Taneja, I am a recent Graduate of Strayer University, where I earned a Masters Degree in Information Systems. My dad (Professor Taneja) spoke with you last Friday and he suggested I contact you to share my interest and resume with you.  Thus, this letter is to express my interest in working in IT, Financial Aid office, or any related job at your institution.

           Clint, in the past eight years, I have been working in different positions that have allowed me to build-up my customer service, interpersonal, communications, business analysis, process analysis and improvement, user reporting, technology, and self-development skills. I have 5+ years of customer service experience in the food industry, several customer service and technology related internships, and 2 years of full-time experience as a Financial Aid and Veterans Certifying officer at Strayer University. I have assisted veterans and as well as other students in applying for financial aid. It was my mission to ensure that any questions or concerns the students had about their financial aid (or Veteran aid) status, was answered with integrity and promptly.  In the event in which I was not able to solve their problem, I would than contact the lender (or the Veterans Office) to conduct further investigation. I would also have to contact the students to assist them in completion of the application. I logged, organized, and maintained necessary data and prepared weekly financial aid reports providing student and financial metrics. I utilized office equipment in support of Financial Aid office activities. Had to troubleshoot technology & equipment problems or communicated with equipment vendors for an expeditious maintenance.

 In addition, I have been a paid intern for the United States Government Printing Office (3 times) conducting business analyst tasks,  requirements capturing, testing, quality control, website design and development, end-user ad-hoc reporting utilizing MS-Access, SQL, Excel, and SharePoint software. The website improvements I suggested and designed benefitted the GPO Online Book Store and the overall agency.

I would appreciate your sharing of my cover letter and resume with your associates at Northern Virginia Community College.

Thank you very much,

 Sincerely,

Shaan Taneja   
8615 Cross Chase Ct.   
Fairfax Station VA 22039

703-690-7258 (h)  
703-899-1955 (c)  
[Shaan.Taneja@yahoo.com](mailto:Shaan.Taneja@yahoo.com)