Jonathan Wu

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Canadian Pension Plan Investment Board

1 Queen St E, Toronto

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I am very interested in applying for the position of Service Desk Representative at CPPIB. With my skillset, work history, and my passion for technology, I believe that I am well suited to fill this role and contribute to your company.

My Honours degree in Computer Science has provided me with a solid foundation in computer systems. Along with my work experience, I am able to understand and apply my knowledge to meet business needs – especially for financial institutions.

Working at OTPP, I was engaged in a diverse set of project initiatives. Most notable is my involvement with a company-wide rollout of Microsoft Surface Pro tablets and Skype. I believe this knowledge will be an asset to CPPIB’s Techbar brand, as I can adapt my skills into the CPPIB workplace.

The following are some highlights of my qualifications and experience:

* Served as frontline technical support in a multi-tiered support team for a global institution.
* Addressed clients’ hardware, software, and printer support requests.
* Deployed new hardware technologies to improve customer experience and streamline processes.
* Provided technical support to internal users via telephone, email, and remote desktop.
* Ensured appropriate follow-up on incidents and provided hands-on client attention in resolving problems in a timely and efficient manner.

My knowledge and passion for working in IT can be a great asset for CPPIB’s Service Desk team, and I look forward to the opportunity to be a part of the team.

Thank you for your consideration.

Sincerely,

Jonathan Wu