August 19, 2019

Northern Arizona University  
Flagstaff, Arizona 86001

To the hiring committee:

My name is Talbert Tso; I am currently employed as an Applications Systems Analyst (ASA) for Northern Arizona University Information Technology Services (NAU ITS). I am writing to you today to express my interest in the Applications Systems Analyst/Programmer, Intermediate position. I believe with my previous experience working for NAU Extended Campuses (EC) Technical Team and NAU Business Process Service Management (BPSM) team I have a skill set that would benefit the EIS Development Team.

I have over seven years of experience working for the EC Technical Team; I started as Student Worker and I am now a full-time ASA. During this time, I have worked to maintain and develop new enterprise web sites and web applications. I worked with many teams to help develop such projects as: the re-engineering of the Extended Campuses public web sites, Personalized Learning (PL), PL Extended public web sites, State Compliance, and the Enlightenment Portal. I also maintained, supported, and developed work for the Extended Campuses Admin site. Each of these projects utilized ASP.NET as the base framework for application development. With integration of several different libraries, scripts, and technologies; including CSS, Bootstrap, HTML/HTML5, JavaScript, AJAX, Mustache, Angular, and Razor. Each project/task was managed by a project lead/business analyst that would be the contact for the client/end user/stakeholder. It was their responsibility to work with the developer or team of developers to ensure progress toward completion in two month cycles. A team of developers could consist of equal peered full-time staff developers or a single full-time staff developer and a team of student worker Apprentice Programmers. For some projects/tasks, I fulfilled this role as the full-time staff developer with a team of Apprentice Programmers. In this position, I was responsible for mentoring, educating, and ensuring code quality assurance of the Apprentice Programmers code development. In addition, as employment of student workers changes every semester, I learned how to communicate and work with a diverse pool of students from different backgrounds. Before my transfer to the BPSM team, I was learning and implementing the following technologies, scripts, and libraries: CSS3, Bootstrap3, SASS/SCSS, .NET Core, Code First, Entity framework, MVC, Angular2, and Node.js.

During the spring of 2018 I was transferred to the BPSM team and learned OnBase. OnBase is a suite of proprietary applications that encompasses the processes surrounding the development, notification, progression of state, and archival of web forms. In the BPSM team the project development process differs from EC. Projects are assigned to developers and it is up to the developer to contact the client/stakeholder to discuss the project scope, specifications, requirements, and timeline. The developer then begins development of the project. During this time the developer maintains communication with the client/stakeholder to ask questions and get answers concerning the project development. In addition, the developer becomes the point of contact for the project and answers any questions that are asked of them by the client/stakeholder. The developer then works with the team to test the project. If the team passes, the developer works with the client/stakeholder to test. After approval of testing, the developer submits for migration to the next level of system environments. So, my time with the BPSM team has taught me how to be more independent in a project development process. I have also, increased my communication skills, as I have to work with several departments at NAU, including Facility Services, VPAA, Human Resources, and ITS. Some of the assigned projects required the developers to either pair program with either a developer peer or student worker. When working with student workers, I continued my responsibilities to mentor, educate, and ensure code quality assurance of teamwork projects.

In summary, I believe that my many years of experience with the EC Technical Team has provided me a base skill set spanning different technologies and programming languages/scripts to effectively and receptively develop for the EIS Development Team. Such work requires the integration of several technologies, for which I am well suited – and my experience with the BPSM team has given me the skill to manage projects and communicate effectively with clients/stakeholders and teammates.

Sincerely,   
Talbert Tso