

145 2nd St NE
Sioux Center, IA 51250
March 15, 2005

<recipient address,
removed for privacy>

Dear Mr. N__

I am writing in response to our phone conversations on Thursday regarding an opening for an Information Services Technician. I currently live in Sioux Center Iowa where I am in my senior year at Dordt College. I heard about the opening from Dordt Colleges Computer Services Director, Brian Van Donselaar.

While I have been at Dordt I have worked in the Computer Services department as a work study. While employed there I have spent the majority of my time working at the helpdesk. I have considerable phone experience helping faculty, staff and students with network and software issues. I have gained considerable experience helping Premier Communications internet subscribers with email, internet and connection issues. While at Computer Services, I have worked on many computers solving hardware, virus and spyware problems, which has taught me many skills in troubleshooting hardware and software. I have also had much experience in installing networking hardware, and a solid introduction to network administration. I plan on graduating from Dordt College next month with a degree in Computer Science Systems Administration. During the last two months I have been working at Alpha Omega Publications. At AOP I have gained even more experience in helping customers learn to use software and solve problems. AOP has also exposed me a more formal corporate setting.

You mentioned during our phone conversation that the job would involve a learning curve at first. I want to assure you that I am willing to take on the challenge of learning the ways of a new organization. My experience at Dordt and now at AOP has instilled in me the value of learning and asking questions. At both jobs my initial placement was in departments where I only had limited experience and I was required to quickly learn new software in order to be able to perform my job. I focused myself on using and learning the software as well as asking the necessary questions to help me gain an adequate understanding of the software. My time at AOP has helped me hone the skills I need to communicate with users, understand their computer problems, and find solutions that meet their needs.

Attached is my resume. Placement credential and letters of reference are available from the Dordt College Placement office. I would be available for an interview any Tuesday, Thursday, or weekend that is convenient for you. I will follow up by phone or email in two weeks to setup an interview time. Thank you for considering my application.

Sincerely,

Kirk A. Struik

Enclosure: resume

Kirk Struik

145 2nd St. NE
Sioux Center, IA 51250
712-722-0592
krkstrk@dordt.edu

Objective: An information technology administration position that utilizes skills in technical support, phone support, network administration, web design, software and hardware repair and installations.

Education: Bachelor of Arts Degree-Dordt College, Sioux Center, Iowa
Major: Computer Science – Systems Administration emphasis
May, 2006
GPA: 3.457 on a 4.0 scale

Related Courses:	Structured Programming I, II	Information Systems-Decision Support Systems
	Information Systems Design	Systems
	Student publication production	Computer Technology & Society
	Database Systems Design	Architecture & Assembly Language
	Data Communications	Programming Language Concepts
	Data Structures	Computer Systems
	Client Server Programming	Network Operating Systems.
	Operating Systems	Business and Technical Writing

Computer Experience: *Operating Systems:* Windows XP Home and Professional, 2000, 98 and earlier; RedHat Linux 8,9; Fedora Core Linux I-IV; Macintosh OS 7-10.

Software: Microsoft Office: Word, PowerPoint, Excel, Access; Corel: WordPerfect, Quattro Pro; Adobe GoLive; SSH Secure Shell; ACT!; Outlook Express; Open Office.

Programming: BASIC; Java; HTML; XML; SQL; MySQL; Perl, Assembly language

Awards/Activities: Dordt College Distinguished Scholarship
Dordt College Presidential Scholarship
Vander Haag Computer Science Scholarship
ICF United Parcel Service Scholarship
Computer Club President, 2004-06
Computer Club Network Administrator, 2003-04
Dordt Diamond Web Master, 2002-present

Volunteer Experience: KCWNFM.org webmaster for KCWN 99.9 FM: Pella, Iowa, 2004-2005
Sound System Operator: Faith Christian Reformed Church, Sioux Center, Iowa
Carry Serve project website, Luverne Christian Reformed Church, Luverne, MN
Experience: Technical Support Representative: Alpha Omega Products, Rock Rapids, IA
February 2006-Present

- Provide phone based support and usage instructions for users of Switched on Schoolhouse
- Assist customers in installing, configuring, and repairing Switched on Schoolhouse

Student Assistant: Computer Services/Premier Communications Internet Help Desk Attendant: Dordt College, Sioux Center, IA.

Summer 2003-2006

- Setup and maintain Premier internet subscriber accounts.
- Assist in server administration.
- Aid customers in resolving connection issues.
- Developed and maintain Premier Utilities CD for computer troubleshooting.
- Maintain student ResNet connection CD.
- Maintain customer database.
- Install network, phone, and cable television cable in campus buildings.
- Assist in resolving student network connection issues.
- Deploy new computers and software.
- Assist students and professors with software, hardware or connection problems.
- Train new student employees.

Student Assistant: BJ Haan Auditorium, Dordt College, Sioux Center, IA. Academic Year 2002-2003.

- Sound Technician: Operated sound system and light system for chapel activities.
- Assisted in setup and take down of audio/lighting equipment, choir risers, podiums, and stage items.
- Assisted in lighting arrangement setups, maintenance, and adjustments.

Computer Consulting Computer Repair: self employed, Sioux Center, IA 2002-present.

- Repair virus and spyware problems.
- Repair broken computer hardware.
- Install and repair computer software.
- Build new/used computers.
- Set up home networks.

Interests: Computer building, learning new software, woodworking, auto repair, reading, bicycling, walking, spending time with my family.

References: Available upon request
Dordt College Placement Office
Sioux Center, IA 51250
Telephone: 712-722-6078