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March 31, 2026

The Hiring Manager

Informatics College Pokhara

Matepani – 12, Pokhara

Subject: Application for the Position of IT Support Specialist

Dear Hiring Manager,

I am writing to apply for the IT Support Specialist (Entry-Level) position at Informatics College Pokhara. As a second-year BSc (Hons) Computing student at Informatics College Pokhara, I am eager to apply my technical knowledge and practical experience to support and maintain reliable computer systems and networks within your organization.

Throughout my academic training, I have built strong practical skills aligned with IT support responsibilities, including computer hardware troubleshooting, operating system installation and configuration, networking fundamentals, and remote desktop assistance. I have worked extensively with Windows and Ubuntu Linux environments, performing system setup, software installation, CLI-based file management, and basic shell operations. I also configured Windows Server with IIS to host a website within a local area network and designed network simulations using Cisco Packet Tracer involving IP addressing, switching, routing, and connectivity troubleshooting. These experiences strengthened my ability to diagnose technical issues, support end users, and maintain stable IT infrastructure.

Beyond technical support work, I have completed several hands-on projects that enhanced my adaptability and technical versatility. I deployed my personal portfolio website (jeeyabk.com.np) by registering a domain and configuring DNS through Cloudflare, gaining real-world deployment experience. I have developed web applications using HTML, CSS, and JavaScript, built a Python-based inventory management system, created a Java GUI application applying object-oriented programming concepts, and collaborated in an Arduino-based IoT Marble Maze project selected for presentation at the Informatics College Pokhara IoT Festival. These projects strengthened my understanding of system integration, teamwork, and practical problem solving.

In addition to technical skills, I bring strong core competencies essential for IT support roles. I possess effective communication skills that help me explain technical solutions clearly to users, strong problem-solving ability when diagnosing system issues, and the patience required to handle support requests professionally. I am detail-oriented and strive for accuracy in my work, while remaining calm and productive under pressure when resolving technical problems. I am a quick learner who continuously seeks to improve both technical expertise and service quality.

I am highly motivated to contribute to Informatics College Pokhara by providing dependable technical support and ensuring smooth daily IT operations. I would welcome the opportunity to further discuss how my skills, enthusiasm, and dedication can support your team. Thank you for your time and consideration.

Sincerely,
Jeeya B.K.