

Account Service Manager Cover Letter

24123 Isaac Curve New Zana, AR 10155

Dear Reese Will,

Please consider me for the account service manager opportunity. I am including my resume that lists my qualifications and experience.

In the previous role, I was responsible for trade and marketing support in the definition and implementation of Motorola products in the retailer point of sales and internet sites.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Provide information with regard to system functionality, compliance regulations, significant operational system changes or issues
- Coordinate the processing of both monetary and non-monetary file requests, performing impact analysis prior to posting
- Maintain current working knowledge of all PSCU in house credit, debit, and prepaid products and service applications including its key functions and associated reports
- Identify sales opportunities and partner with the appropriate LOB Service Delivery Program Manager in the execution of new products and services
- Understanding of ITIL processes and principles
- Strong knowledge of finance, contract management, customer relationship, leadership and relevant industry
- Oversee and monitor open service tickets to ensure response timeliness, accuracy, and quality
- Acts as liaison between various partners, all PSCU business units and the client by providing ongoing communication between all parties to ensure timely resolution of the client's needs

Thank you in advance for reviewing my candidacy for this position.

