

Advanced Support Cover Letter

407 Kuhic RoadNorth Angeloside, TX 26087

Dear Corey Lueilwitz,

I submit this application to express my sincere interest in the advanced support position.

In my previous role, I was responsible for implementation expertise for large Oracle Financials projects based around the Oracle R12 product group, working with all levels of end users, both technical and non-technical project team members.

My experience is an excellent fit for the list of requirements in this job:

- Dev shop support, preferred
- Will own Incident resolution and supporting production system deployments while ensuring SLAs are met
- Will deliver on Time to Resolve and Time to detect reduction efforts
- Will Identify and contribute to long-term solutions and preventative techniques
- Work closely with development teams, support vendors to optimize production support workflow processes and procedures
- Lead evaluation and selection of automation tools, techniques based on latest industry trends and best practices in the digital space
- Articulate business value of solutions and efficiency gains with key stakeholders
- Manage and collaborate with vendor consultants for process automation and application of cognitive techniques in the digital space

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

Sincerely,

Max Dickinson