

Analyst, Support Cover Letter

4923 Schroeder HillPort Dinohaven, NH 22500-9088

Dear Onyx Mosciski,

I would like to submit my application for the analyst, support opening. Please accept this letter and the attached resume.

In the previous role, I was responsible for support and participation in development of business requirements (through the lens of Facets configuration and functionality) to ensure business needs are captured and delivered.

Please consider my qualifications and experience:

- Delivery of 2nd Line Application Support services for applications under support, which includes occasional Out-of-office support (1 week a month)
- Working with Global teams based in India, UK, Singapore & USA
- Ownership, coordination, updating and resolution of Incidents throughout the Incident ticket lifecycle
- Major Incident Resolution Coordination with Internal technology teams, Infrastructure teams, 3rd parties - managing conference calls, Major incident bridges
- Coordination and Assistance of Change records (Change management) which includes and not restricted to pro-active maintenance, Application recycles, Patching, Upgrades, Code releases, Small changes
- Active participation in Technical Implementation plan walk through, release activity – code deployment via automated tool sets, post release monitoring and support
- Identification, root cause analysis and fix of Problem Records (repeated incidents)
- Identify opportunities for improvement in application functionality/ process

Thank you for your time and consideration.

Sincerely,