

Application Support Manager Cover Letter

35483 Larson FlatTheresamouth, NM 87756-4908

Dear Charlie Herzog,

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

In my previous role, I was responsible for support and development/configuration for power plant applications, partnering with the business, vendors and 3rd parties as applicable, utilizing Agile practices.

Please consider my experience and qualifications for this position:

- Comfortable with a broad range of technologies - Windows, Unix/Linux, AS400, SAP, ATG, Oracle DB, MS SQL Server
- Identify impacting events based on criteria
- Lead meetings with business partners to communicate impacting events
- Lead a high performing team of global Application Support Business Analysts that interface directly with end-users to provide support in accordance with service levels
- Establish, maintain, and enforce all operational processes, standards, procedures and practices such as incident/problem management, change control process, minor enhancement process, major incident processes based on ITIL in a 24x7 environment
- Provide project management for minor projects and initiatives
- Define and implement service levels, and ensure effective support tools are in place
- Manage service vendors for break/fixes

I really appreciate you taking the time to review my application for the position of application support manager.

Sincerely,

Lennon Halvorson