

Incident Management Cover Letter

412 Eldon RiverNorth Maximobury, NM 39689-9634

Dear Landry Wolff,

I am excited to be applying for the position of incident management. Please accept this letter and the attached resume as my interest in this position.

In my previous role, I was responsible for training to support user and stakeholder knowledge of relevant network information and operations IAW with ITIL ITSM.

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

- Facilitate the restoration of service
- Basic use of supporting commercial and open source security tools
- Familiarity with different network architectures, network services, operating systems, network devices, development platforms and software suites
- Work collaboratively with customers and self-manage through difficult situations, with a focus on client satisfaction
- Knowledge of programming and scripting for the development of security tools and systems automation
- EnCase, FTK and other experience with similar products
- Understanding of network analysis tools
- Formal certifications or trainings

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

Sincerely,

Charlie Schoen