

Incident Management Cover Letter

56912 Rafael GroveKoelpinland, DE 93253-8650

Dear Emery Hintz,

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.

Previously, I was responsible for guidance to the Incident Analyst / Coordinators & technical teams for ITIL Incident Management principles.

Please consider my qualifications and experience:

- Ongoing engagement in Service Management and ServiceNow process improvements
- Single point of coordination for process questions or change
- To support the Service Support Manager and members of the team in day to day running of the team
- Excellent Communicator and Great Teammate
- Strong information systems technology process background
- Provide technical point of contact for customers' incidents
- Owns the resolution responsibility of the reported customer incidents either solely or with the help/intervention of other teams
- Perform technical escalations to different Problem Management teams in line with company procedure and case/incident excellence

I really appreciate you taking the time to review my application for the position of incident management.

Sincerely,

Rowan Lowe