

Incident Management Cover Letter

7055 Hegmann DaleWisozkland, WI 96065

Dear Dakota Conn,

I submit this application to express my sincere interest in the incident management position.

Previously, I was responsible for thought leadership and subject matter expertise for multiple ITIL processes including understanding and driving its purpose, alignment with industry standards, best practices and benchmarking to improve Medtronic IT.

Please consider my qualifications and experience:

- CJCSM 6510.01B Cyber incident and reporting management experience
- Lead a team of Incident Analyst
- Ownership of development, implementation and continuous improvement of Incident Management
- All user training materials including policies, procedures and presentations
- Increasing visibility and communication to IT Service teams, project teams and business owners
- Agreeing and maintaining SLA's for individual processes through Service Offerings
- Service Level Agreement and Quality Analyst to ensure key metrics, reporting and a support agreements exist and are successfully managed by internal WTW teams and third parties
- Strategic planning and design of all relevant process improvement and process change

Thank you for your time and consideration.

Sincerely,

Sawyer Terry