

Incident Management Cover Letter

567 Verona Highway East Marcus, AZ 09317-9682

Dear Royal Herman,

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 leadership, strategy, vision and implementation of the incident management and request processes utilizing the ITIL framework on Factorlink IT Operations.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Perform and own technical management escalations in line with company procedure and case excellence policy
- Obtain and document data integrity issues and ensure getting valid Reason for Outage (RFO) when applicable and to note it in detail and gain agreement to incident closure by customer or Service desk representative
- Successfully pass the Joint Task Force on State Agency Law Enforcement Communications (JTF) background check
- Training in Basic HAZMAT, Emergency Vehicle Operations Course
- Preference given for National Traffic Incident Management Responder Course certified trainer experience
- Preference given for Express Lanes Operations field experience
- DoD 8570 IAT II Certification, including CEH, GCIA, or GCIH
- Development and/or support experience in .NET Framework (C#, ASP.NET, MVC, Web API, WCF (SOAP/REST, CA Workload Automation)

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

Sincerely,