

Manager Service Cover Letter

774 Ziemann WaysLake Ollie, SC 79074-0060

Dear Phoenix Jaskolski,

In response to your job posting for manager service, I am including this letter and my resume for your review.

Previously, I was responsible for presales technical support for the video solution products and back office products, particularly those related to our video evidence management system and the back office needed to support them.

Please consider my experience and qualifications for this position:

- Govern and report on Global Markets IT service requests, incidents, problems and changes
- Build and maintain relationships with change, operations and infrastructure suppliers, strategic technology partners and customers
- Negotiate, influence and drive Service Management outcomes
- Operate within the risk profile of Enterprise Services and the Business, reporting on and enhancing the control environment
- Produce reports and statistics on the performance of Service Management processes
- Manage, facilitate and organise IT Service Continuity Testing
- Support the planning, transition and communications of projects
- Contribute towards continuously improving key operational processes and procedures

Thank you for considering me to become a member of your team.

Sincerely,

Armani Wehner