Operation Support Cover Letter

34737 MacGyver OverpassBodemouth, ID 83836-0485

Dear River Kovacek,

I submit this application to express my sincere interest in the operation support position.

In the previous role, I was responsible for cAD support (PTC Creo) to engineers and designers.

Please consider my qualifications and experience:

- Provides guidance to the junior team members
- Provide 2nd and 3rd level SAP Basis support and system maintenance (system health checks, daily monitoring of system performance & tuning, system installation, upgrade, patching system health checks ,SAP Note check & implementation, client copies/system refreshes, SAP databases problem & recovery resolution, proactive database space management, transport management, user administration)
- Administration of Automic – ONEAutomation (system monitoring, job administration, client configuration)
- Incident ticket handling (security & authorization, connection problem, troubleshooting functional topics)
- Perform problem management (root-cause analysis of problems, reports to superior on service impacting issues and actively participates in follow-up actions to restore service back to normal levels.)
- Continuous system optimization, monitoring and problem analysis/resolution
- ITIL certified (Incident, Requests, Problem and Knowledge management practices)
- Experience on ticket management and relevant support workflow (ticket bouncing, ticket escalation)

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

Sincerely,