

# Operations Team Lead Cover Letter

356 Heller Path Rogahnport, WY 58305

**Dear Quinn Morar,**

I submit this application to express my sincere interest in the operations team lead position.

Previously, I was responsible for leadership to software engineers by coaching and mentoring throughout end-to-end software development, maintenance, and lifecycle to achieve project goals to the required level of quality.

My experience is an excellent fit for the list of requirements in this job:

- Good knowledge of MS Office applications and other relevant business applications
- Manage escalations, lead process re-engineering/automation initiatives to maximize efficiency gains, collaborating with support functions and ensuring engagement and driving people agenda
- Ensure maintenance of processing accuracy & TAT, timely preparation and submission of incident reports with action plans to address identified risk areas, inculcate the zero error culture within the team
- Maintain stakeholder engagement by initiating Health Check calls at regular intervals, perform quality checks / process confirmations, initiate service quality feedback request to the stakeholders and share the results with senior management
- Develop a model of risk awareness among employees
- Ensure satisfactory ratings on all audits/reviews both internal and external, ensure all issues are closed within specified time-frame, ensure adherence to the policies
- Excellent knowledge of written and verbal English communication skills
- Good people management skills and has handled a team of 10-15 members

**I really appreciate you taking the time to review my application for the position of operations team lead.**

