

# Operations Team Lead Cover Letter

3760 Adriana CrestCreminview, CT 01945-9753

**Dear Armani Rempel,**

I am excited to be applying for the position of operations team lead. Please accept this letter and the attached resume as my interest in this position.

In my previous role, I was responsible for process ownership of the RI end to end billing process including but not limited to the process flows, KPI's and process enhancement.

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:

- Ensure all activities in the team are carried out in accordance to approved procedures and service level targets are achieved
- Execute the plan in place for effective training and accreditation
- Contribute to the definition of performance indicators, measurement and reporting of critical Management Information to enable right decision making
- Sound knowledge on guarantee process and applicable ICC rules & regulations and local laws
- Detailed knowledge of URDG 758 and ISP 98
- Knowledge on Trade system preferable
- CSDG( certificate specialist in Demand Guarantee) certification is preferable
- Demonstrable understanding and knowledge of IT asset management tools and processes

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

Sincerely,

Oakley Lowe