

Operations Team Leader Cover Letter

1941 Little Run Greenshire, KS 87605

Dear Quinn Ward,

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

In the previous role, I was responsible for medical expertise for governance activities and collaborate with cross-functional team to develop policies and procedures applicable to the OTC healthcare industry.

Please consider my qualifications and experience:

- Intermediate Microsoft Excel/Word skills
- Knowledge of RMA process (from issuance of authorization number to matching to invoice)
- Rail and Road Transportation experience
- Fertilizer Industry knowledge
- Outstanding leadership and coaching skills with solid background on Customer Service LOBs
- Good understanding of call center operations, metrics and general procedures
- Understand the implications of data input, content, and quality to all systems, departments, and end customers
- Advanced level proficiency with computer applications (Microsoft Office, Word, Excel)

Thank you for your time and consideration.

Sincerely,

Emerson Beier