

# Service Availability Manager Cover Letter

22518 Stewart Manors Ranafort, WA 53486

**Dear Lennox Russel,**

Please consider me for the service availability manager opportunity. I am including my resume that lists my qualifications and experience.

In my previous role, I was responsible for governance to local IT organization based upon global HW / SW / process / solution standards.

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:

- Service Now—ideal – BUT NOT A DEAL BREAKER
- Service Now--ideal
- Demonstrated success in a fast paced, highly-visible environment
- Demonstrated experience in troubleshooting complex network, server, storage, and/or application issues
- Strong customer service focus and an understanding of how IT supports the end business efforts
- Demonstrated experience working with ITSM suites, , - ServiceNow
- Versatile and Deep knowledge of Platform as a Service (PaaS) and Infrastructure as a Service (IaaS)
- Deep understanding of SDLC, agile software development methodologies, values, and procedures

**I really appreciate you taking the time to review my application for the position of service availability manager.**

Sincerely,

Bellamy McLaughlin