

Service Availability Manager Cover Letter

28075 Alycia KeysMacejkovicfurt, UT 59960

Dear Sam Sporer,

I am excited to be applying for the position of service availability manager. Please accept this letter and the attached resume as my interest in this position.

In the previous role, I was responsible for iT operational support for all Lionbridge IT issues that arise by introducing TELUS International's incident/problem and change management processes.

Please consider my qualifications and experience:

- Strong coaching and mentoring experience to build and sustain a high performance team
- Able to learn from mistakes
- Experience with automation and configuration management systems such as Puppet, Ansible, Salt
- Passion for clear communication, especially prioritizing concerns to align with team and business goals
- Deep network analysis experience
- Professional technical communication skills (written/verbal)
- IT Service Management / ITIL in depth knowledge/expertise
- Overall infrastructure and ITIL knowledge

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

Sincerely,

Dallas Johnson