

Service Availability Manager Cover Letter

540 Schimmel StreamMarcoside, MD 35967

Dear Emery Grimes,

I submit this application to express my sincere interest in the service availability manager position.

Previously, I was responsible for operational support for Cloud environment, inclusive of network, storage, compute, OS, and application services.

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:

- Act as lead of Service Management Team and ISM Processes for an given account or set of accounts
- Act as escalation point for Service Management Process and Resources on the Account
- Bridge gaps between delivery teams to help drive rapid recovery during major incidents
- Use specific information from Major Incidents in conjunction with the Problem Manager to appraise technical teams so that they can build high quality RCAs
- Work with Incident / Major Incident Manager to continually improve upon the Recovery Model for resolution of Major Incidents to restore service quickly
- Lead trending / process improvements – reduction in overall Incidents, failed changes etc
- Promote knowledge base (KEDB) across service lines which could in turn help in speedy resolution of Incidents
- Revise, Review and ensure approval of ISM Process Account Level PIMs

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,