

# Service Availability Manager Cover Letter

762 Naida Rapid Julietastad, OK 08006

**Dear Riley Strosin,**

I would like to submit my application for the service availability manager opening. Please accept this letter and the attached resume.

Previously, I was responsible for oversight for the operational effectiveness of the IT Service Management processes such as Incident, Request, Catalog, Change, Release, Knowledge, CMDB, etc.

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:

- Provides leadership for Account delivery Team
- Assists the DPE in managing customer satisfaction
- Serves as a single point of contact to for service delivery for all Service lines/Technology
- Manages all delivery communications with sending geo and end customer
- Synchronization of scope across SOW, OAM and CTM
- Provide DPE single point of contact for delivery and be the advocate between Service Delivery and the DPE/Sending Geo/Customer
- Ensure continuous communication & coordination with client in the event of a high focus incident/ major incident along with ensuring seamless communications between sending & receiving geo teams
- Collaborate with the Major Incident Manager for resolution of Major Incidents of complexity or long duration

**Thank you in advance for reviewing my candidacy for this position.**

Sincerely,

Stevie West