

Service Availability Manager Cover Letter

4052 Wiley Union Krishnaside, AR 15483-3146

Dear Greer Huel,

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

In the previous role, I was responsible for oversight and challenge of IT policies and procedures, including service delivery, incident management and change delivery.

My experience is an excellent fit for the list of requirements in this job:

- Interlock with SIL on resolving issues which impacts the ISM activities performed by delivery
- Maintain working relationship with client on Operational matters with DPE owning client issues
- Escalate to SIL in case there are backlogs for Incident, Problem, Change records
- Review and report ISM Process KPIs, Control Points and Operational Metrics to stakeholders as appropriate
- Technical knowledge is an advantage (Windows, UNIX, DB, SAP)
- Fluent German and English knowledge (both oral and written)
- Customer Service Manager experience
- Technical (especially mainframe) background

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

Sincerely,

Ari Gusikowski