

Service Manager Cover Letter

464 Stokes Squares South Jakeside, AR 58483

Dear Blake Predovic,

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

In the previous role, I was responsible for information and otherwise collaborate with the Department Manager on matters that effect cost reduction, work simplification, production scheduling, man-hour planning, etc.

Please consider my experience and qualifications for this position:

- Monitor and report on Service Level Agreements for all solution operations
- Adhere and enforce Quality Control standards
- Identify and implement operational efficiencies with the goal to improve client deliveries
- Lead bi-monthly Operational Reviews (internal) for assigned clients, reporting on pain points, missed deliveries and process improvements related to the client marketing operations
- Lead client operational meetings to ensure weekly processing is defined and executed as planned
- Participate in Production Turnover Meetings as part of the acceptance and education of solution enhancements as they are introduced into the production environment
- Respond to processing issues/questions in a timely manner (nights and weekends are a possibility)
- Understand the contract metrics (what was sold) and manage/report on current metrics compared to what was sold

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

Sincerely,