

Service Operations Manager Cover Letter

253 Elijah RiverNorth Helga, MT 58473-2115

Dear Dallas Schoen,

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

Previously, I was responsible for support and advice to the facilities Maintenance Engineer to ensure compliance with all regulatory and Edwards requirements.

Please consider my qualifications and experience:

- Familiar with agile projects
- Open mind-set and hands-on approach
- Experience in managing of Service Operations team
- Manages budgets, costs and resources
- Serve as the initial point of contact to Technology Domain teams and business partners for critical issues related to Drug Product Development, Development Sciences and Discovery client area applications' Maintenance and Support services
- Conduct frequent and formal meetings with key business partners to review / discuss overall application performance for the specific functional areas under responsibility
- Present Service Level Agreements and cost metrics to the Technology Domains following the pre-defined Governance structure
- Continually improve working relationship with the business and other senior IT Leadership

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

Sincerely,

Reese Murazik