

# Service Operations Manager Cover Letter

47088 Kunde IsleNorth Alleen, NE 31460

**Dear Sutton Carter,**

Please consider me for the service operations manager opportunity. I am including my resume that lists my qualifications and experience.

In the previous role, I was responsible for knowledge of product regulatory requirements and compliance procedures to the Product Line, R&D, Sales and Logistics teams.

Please consider my qualifications and experience:

- ITIL V3 Foundations Certificate desirable
- Knowledge of ITSM ticket systems (Remedy, ServiceNow and reporting functionality)
- Some experience with relevant ITSM technologies and the NGA environment
- Some understanding of ITIL Incident, Problem and Change Management, Request Fulfilment, and Release and Deployment processes
- Strong skills with relevant technologies and domains
- A proven leader who can balance the delivery of short term operational demands, with long term strategy, and appreciate the need for both
- Strong line management experience, providing exceptional people management and actively develops individuals to fulfil their potential
- Impeccable stakeholder management skills, acquired from experiences across multiple business units

**I really appreciate you taking the time to review my application for the position of service operations manager.**

Sincerely,

Alexis Kerluke