

# Service Operations Manager Cover Letter

55212 Emmanuel Hill Solangetown, WA 43283

**Dear Indigo Dare,**

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

Previously, I was responsible for details to support functions on recommended changes in policies, protocols and procedures in support of achieving commercial objectives and maintaining regulatory compliance.

Please consider my qualifications and experience:

- Experience of working a service operations role, ideally within a digital 24/7 environment
- Technical understanding of digital infrastructure and be able to converse with technical teams as well translate and communicate the complex technical issues back into the Community
- Excellent interpersonal skills, good communicator and influencer up to ExCo level
- Understanding of live service operations and managing service performance
- Understanding of Mission Critical Processes, Business Continuity Processes, Incident Management activities
- Experience of being a Senior Manager with outstanding people management skills
- A focus on customers and prepared to go the extra mile to deliver a great customer experience without compromising achievement of business results
- Strong digital experience in the retail baking or another relevant consumer sector with a proven record of identifying and shaping enhanced online services and process improvements

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

Sincerely,

