

# Team Operations Manager Cover Letter

4675 Heide GreensSouth Odetteport, OH 48403

**Dear Frankie Huel,**

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

In my previous role, I was responsible for technical support on computer and network systems to other computer system administrators to provide campus-wide computer communications.

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

- Flexible with work schedule and covering periodic US Holidays as needed
- Previous client management or client service experience in a service oriented environment
- Extensive customer service experience and LOMA courses preferred
- Lead and grow a high performing team of analysts and specialist that provide global transaction support & execute continuous improvement initiatives
- Deliver high quality configuration support for Workday (HRIS) and ServiceNow (CRM) so we can streamline and further automate global processes
- Leverage a data based approach to ensure quality and timeliness goals are achieved across all services
- Support efforts to improve quality and efficiency in employee data management
- Ensure effective controls are in place to mitigate risk and adhere to corporate compliance requirements

**Thank you for taking your time to review my application.**

Sincerely,

Marion Hammes