ANGELA LU, BSc. ITIL

[Description: http://www.noknok.tv/wp-content/uploads/2011/12/linkedin-logo.jpg](file:///\\192.168.1.51\Verity%20Volume\Career%20Management%20&%20Transition\Portfolio%20Templates\Resume%20Template%201\ca.linkedin.com) http://ca.linkedin.com/in/angelalu**⏐**123.456.7899**⏐**angelalu@gmail.com

DATE

Name

Title

Company

Address

City, Province, Postal Code

Dear Hiring Manager,

I read with interest your posting for the Sr. IT Ops Analyst position on your website. I believe I possess the necessary skills and experience you are seeking and would make a valuable addition to the company.

My education includes a bachelor’s degree in computer science engineering and I have over ten years of experience in IT Infrastructure and Data Centre operations, Service Delivery Management and IT Technical Project Management. Over the past ten years, I have acquired experience providing IT Infrastructure and Service Management solutions, policies, processes and procedures, including IT policies, as well as Incident Management, Change and Problem Management to Financial and Telecommunications Services Companies.

* I am able to design and execute Service Delivery Management strategic plans that ensure the IT Infrastructure is able to attain IT and business needs.
* I have acquired ITIL and Service Management expertise, including Vendor and SLA Management.
* I have acquired extensive reporting skills, including analyzing, designing and producing IT related reports and statistics.
* I have the experience to provide leadership to cross functional technical teams and encourage teamwork to ensure prompt service resumptions in major outages and incidents, permanent resolutions to problems and successful implementation of IT changes and solutions.
* I have accomplished UNIX, Linux and Sun Solaris System Administration, hardware installation, configuration and troubleshooting, also I have managed Data Centre projects and operations.
* I have acquired problem-solving expertise, excellent communications, interpersonal, and organizational skills and well adapted to 24x7 Ops.
* I have extensive research skills and keep up to date with the latest IT Technologies and can recommend changes in services processes and procedures which support all of the company’s development efforts.
* I would appreciate the opportunity to meet with you to discuss how my qualifications will be beneficial to your organization’s success.

I am available for the interview at your convenience. I can be contacted at 123.456.7899 and [angelalu@gmail.com](mailto:angelalu@gmail.com).

Thank you for your consideration, and I look forward to hearing from you.

Sincerely,

Your Name