**Application 1: Experienced IT Executive**

**Cover Letter**

[Date]

[Hiring Manager’s Name]  
Chief Information Officer  
[Company Name]  
[Company Address]

Dear [Hiring Manager’s Name],

I am excited to apply for the position of **Branch Manager Digital Support**. With over 15 years of experience in **IT operations, enterprise network management, and digital transformation**, I have led teams through strategic change, improving digital service delivery and cybersecurity resilience.

As an experienced IT executive, I have successfully **developed and executed ITSM strategies**, fostered cross-functional collaboration, and enhanced IT governance frameworks. I am confident that my expertise in **ITIL, project management, and change leadership** aligns with the needs of this role.

I welcome the opportunity to discuss how my experience can contribute to [Company Name]. Thank you for your time and consideration.

Sincerely,  
John Smith  
[Phone] | [Email]

**Resume**

**John Smith**  
[Phone] | [Email] | [LinkedIn]

**Professional Summary**

Results-driven IT executive with 15+ years in **digital strategy, IT operations, and network management**. Adept at leading transformation initiatives, enhancing service delivery, and fostering cross-functional collaboration.

**Key Skills**

* IT Operations Management
* Digital Change Leadership
* ITIL & Service Management
* Cybersecurity Strategy
* Stakeholder Engagement

**Experience**

**Senior IT Manager** – XYZ Corporation (2018–Present)

* Led IT service improvement initiatives, improving system reliability by 30%.
* Developed and implemented digital support strategies aligned with corporate goals.

**IT Operations Lead** – ABC Ltd (2012–2018)

* Managed enterprise networks and IT services for a 500+ employee organization.
* Directed incident management and change control processes.

**Education & Certifications**

* **Master of Information Technology**, University of Melbourne
* **ITIL v4 Certified**, Certified Change Manager