**Application 2: Digital Transformation Leader**

**Cover Letter**

[Date]

Dear [Hiring Manager’s Name],

With a strong background in **digital transformation, service delivery, and strategic planning**, I am eager to bring my expertise to the **Branch Manager Digital Support** role. I have successfully led digital change programs, enhancing customer experience and operational efficiency.

In my current role, I have transformed IT service delivery, aligning it with business objectives and ensuring robust governance. I am particularly skilled in **enterprise IT strategy, budget oversight, and risk management**, which I believe will be valuable in driving success at [Company Name].

I look forward to discussing my qualifications further. Thank you for your time and consideration.

Best regards,  
Sarah Johnson  
[Phone] | [Email]

**Resume**

**Sarah Johnson**  
[Phone] | [Email] | [LinkedIn]

**Professional Summary**

Innovative digital leader with **12+ years of experience in IT strategy and transformation**. Adept at leading enterprise IT functions, optimizing digital services, and implementing cybersecurity measures.

**Key Skills**

* Digital Strategy Execution
* IT Governance & Risk Management
* Cloud & Infrastructure Management
* Change & Stakeholder Management

**Experience**

**Director of Digital Services** – LMN Corp (2019–Present)

* Led enterprise-wide digital transformation programs, improving efficiency by 40%.
* Directed IT infrastructure and service delivery teams.

**IT Service Manager** – PQR Tech (2014–2019)

* Spearheaded IT service enhancements, reducing downtime by 25%.
* Managed IT support teams and optimized helpdesk operations.

**Education & Certifications**

* **MBA (Technology Management)**, Monash University
* **PRINCE2 Certified**, ITIL v4 Foundation