

Dear Hiring Team,

I am excited to apply for the Senior Software Support Analyst role at Commercial. With over 20 years of experience as a Business Analyst and Systems Architect, I bring a strong blend of technical expertise, business process understanding, and end-to-end system delivery that aligns closely with your requirements.

Throughout my career, I have supported and optimised complex ERP, CRM, e-commerce, and back-office systems, including Microsoft Dynamics 365, Magento, and integrated digital platforms. I have extensive experience troubleshooting system issues, analysing data discrepancies, and managing integrations via APIs, middleware, and ETL pipelines. My advanced SQL skills enable me to investigate performance issues, perform data reconciliation, and ensure seamless data flows across interconnected systems.

I have successfully led incident resolution, root cause analysis, change control, and process improvements while mentoring junior analysts to build technical capability. By combining hands-on technical support with a strong understanding of business operations, I ensure systems not only perform reliably but also enhance user experience and operational efficiency.

Commercial's people-first culture, focus on innovation, and commitment to sustainability resonate strongly with me. I would be thrilled to contribute my experience and technical expertise to support your business systems and drive continuous improvement across the organisation.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experience can support Commercial's objectives.

Yours sincerely,
Miles Waite