

Dear Hiring Manager,

I am writing to express my keen interest in opportunities aligned with my background in **Project Management, IT Service Delivery, and Operations**. With a solid foundation in both **technical and customer-facing roles**, I bring over 15 years of diverse experience spanning **project coordination, incident management, stakeholder engagement, and continuous improvement**—underpinned by a recent **MSc in Project Management from Nottingham Trent University**.

Throughout my career, I have demonstrated a consistent ability to align people, processes, and technology to deliver operational excellence. During my time at **Accenture and Dell Technologies**, I gained hands-on experience in **cloud project governance, incident management, risk control, and process optimization** using platforms such as **ServiceNow, AWS, and Microsoft Azure**. I successfully led cross-functional teams across global environments, maintained KPI dashboards, and drove service improvements through data-driven insights.

In the UK, my experience with **Hyatt Regency – The Churchill** and **Landmark Pinnacle Cove** strengthened my leadership, coordination, and problem-solving capabilities in fast-paced customer environments. These roles refined my ability to manage **resources, shift operations, and compliance procedures** while ensuring a seamless service experience for clients and guests alike.

What sets me apart is my ability to blend **technical understanding with people-centric management**. I have worked across IT and hospitality sectors—both demanding precision, empathy, and adaptability. Whether coordinating multi-departmental projects, leading operational teams, or managing escalations, I approach every challenge with professionalism, structure, and a focus on measurable outcomes.

I am now seeking a role such as **PMO Officer, Project Coordinator, or any related opportunity** where I can contribute to organisational success through effective planning, governance, and delivery support. I am confident that my blend of **analytical, technical, and interpersonal skills**—along with my commitment to continuous learning—will make me a strong asset to your team.

Thank you for considering my profile. I welcome the opportunity to discuss how my experience and enthusiasm can support your organisation's objectives.

Kind regards,

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