Dear Hiring Manager,

I take great pleasure in presenting before you my candidature for the position of “Quality Knowledge Manager” in your team. As you would notice from my resume, I have extensive experience in the field of knowledge management and project management. This experience uniquely positions me for a role like that of a “Quality Knowledge Manager” because I not only have the knowledge and experience of working with various push and pull channels of communication; but also have managed people and systems over the course of my career.

My experience in the field of knowledge management started with Accenture where I learnt about the various tools that we can utilize for the purpose of knowledge harvesting and sharing within an organization. These tools include but are not limited to the use of knowledge libraries, easily accessible intranet websites, knowledge taxonomy, newsletters and communities of practice. In this role, I also contributed towards knowledge codification and building skills of resources to bring them up to speed on various knowledge tools.

My experience with McKinsey & Co. was all about implementing the knowledge strategy and tools to create, launch and manage the knowledge portfolio of the financial services practice. The role was quite extensive and gave me plenty of opportunities to branch out from traditional ways of knowledge management and to mix it up with technology by developing knowledge databases that our audience utilized for retrieving benchmarking banking data. To accomplish this, I directed a team of developers and knowledge analysts. I also collaborated with the business teams, SMEs and senior partners in the firm to identify the areas of knowledge creation and to study the success of our knowledge creation and harvesting efforts. This role gave me several years of experience in program and project management where I routinely got involved in strategic decision making, obstacle removing and approving of deliverables while coaching and mentoring associates and peers.

Even though my current role at Cigna is in the field of benefits management, I routinely get involved in leading innovative projects and creating new processes. I continually am involved in coaching and mentoring of associates, and am a trusted thought partner for various cross-team initiatives.

The global nature of my responsibilities in various roles has provided me ample opportunities to interact and work with people from different cultures, and facets of life. They have helped me develop skills to operate effectively in virtual as well as cross-team environments to resolve organizational challenges. I strongly believe that you would like my candidature and provide me an opportunity to interview with you.

Yours sincerely,

Taroona Sharma