ABC PATRO

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Dear Mr. / Ms. <Surname>

I am submitting herewith my resume for your perusal and favourable consideration for the post of < position vacant> in your organization.

A review of my credentials will indicate that I have over 16 years of experience in the following areas:

* Operations & Process Management
* Quality Assurance – CTQs / CSAT, SLA & TAT Management
* Client Servicing and Team Management/Trainings covering Fraud Detection Systems/Domain
* I am currently associated with HSBC, Kolkata as Fraud Analyst.

As a responsible team manager, I would bring a strong sense of professionalism and an understanding of corporate relationships to your organization. In my current position, I am responsible for coordinating process operations for all of my company's larger and on-going contracts.

Few of my strengths are:

* Monitoring productivity metrics and objectives to ensure the consistent achievement of service-level standards and deliverables
* Ensuring quality delivery of services as per the SLA
* Motivating the workforce to enhance their efficiencies & assist them to deliver quality services to clients
* Data management and analysis to make recommendations, improve procedures and ensure operational excellence

I believe that my expertise would be a benefit to your team and welcome the opportunity to discuss my credentials in greater detail. I have enclosed my resume further detailing my experience. Thank you for your consideration.

Thanking you in anticipation.

Yours sincerely

Abc