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# EONSHIK KIM

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Dear Hiring Manager,

I believe I am a suitable candidate for this position due to my nearly 3 years of relevant experience and skills. My strengths include diligence, analytical thinking, attention to detail, and a strong passion for my craft. I am also adept at effective collaboration with others. I am familiar with multiple programming languages such as Java, JavaScript, SQL, and HTML/CSS, as well as web frameworks like React and Redux.

In my previous roles, I have demonstrated proficiency in enhancing existing systems, resolving problems, and conducting root cause analysis. I have successfully resolved production and non-production incidents related to the Order Execution team, particularly for ADF apps such as Oracle Transportation Management and Customer Order Management. As a team leader, I assigned incidents to offshore members and provided support whenever they encountered challenges. Additionally, I played a key role in developing automated agents and workflows for Oracle Transportation Management, which streamlined processes and improved efficiency.

One of my notable achievements was developing SQL queries to assist business users, resolve issues, and automate processes. This resulted in a significant reduction in ticket counts and enhanced operational efficiency.

Regarding my achievements, I resolved 81 out of the total 311 tickets during Scrum Sprint 10, accounting for roughly 26% of the total tickets. Furthermore, I achieved the lowest ticket count ever recorded for the Order Execution team.

I kindly request you to consider granting me a personal interview to further discuss my project experiences and strengths. If you wish to contact me, please feel free to reach me at +82 010-6305-3572 or [eonshikkim@gmail.com](mailto:eonshikkim@gmail.com). I look forward to your call.

Sincerely,

*Eonshik Kim*

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