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Hiring Manager  
Bank of America  
Chandler, AZ / Plano, TX / Richmond, VA

Dear Hiring Manager,

I am applying for the Mainframe Production Operations Specialist role (Req. 25028973). I bring production operations experience focused on stability, disciplined execution, and rapid incident response in high-visibility environments.

At Nucor, I supported operational continuity by automating weekly reporting routines, leading cross-functional validation and rollout planning, and coordinating with operations, quality, sales, shipping, and maintenance teams to keep change activities on track.

Across my systems projects, I have built resilient operational patterns including idempotent retry handling, dead-letter workflows, observability instrumentation, and runbook-style recovery/reconciliation procedures. This experience maps directly to incident mitigation, escalation discipline, and SLA-focused execution.

I am comfortable managing concurrent tasks under pressure, communicating status clearly to technical and non-technical stakeholders, and improving operational procedures based on post-issue learnings. I would value the opportunity to contribute these strengths while continuing to deepen platform-specific mainframe operations expertise.

Sincerely,

Jared Mahotiere