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Dear Hiring Manager,

I am excited to have the opportunity to apply for the Head of Support position at Shiftsmart. With over 30 years in IT, I bring a strong technical and leadership foundation coupled with a wide array of diverse experiences. I've led modernization efforts converting Mainframe systems to Linux, messaging interfaces to Kafka streaming, satellite communication systems to TCP/IP platforms, and managed multiple data center migrations. I've designed and administered multiple, diverse platforms and held senior titles for the past 20 years, including the last 7 years as IT Director.

I've built teams both abroad (India) and in the US. I have a strong configuration management discipline with strict change and problem documentation practices. I currently oversee multiple, diverse product lines with over 100 engineer resources spanning three countries and a support budget exceeding \$20M. I've developed software solutions for both in-house and external client usage. I treat everybody as my customer. I'm focused on setting clear objectives, establishing relevant service level indicators to gauge system health and I deliver results.

At Shiftsmart I can effectively build and lead a specialized team of individuals to provide clear service level objectives and create tangible quarterly planning expectations, followed up with regular performance reviews on progress. I have a specialized focus on service level reporting with corresponding service level indicators to monitor team performance. I am a collaborative leader with a strong customer service focus. I regularly use Excel, PowerPoint, Jira, ServiceNow, Confluence, and Folio to collect information, analyze data, and collaborate with other leaders.

I stretch myself physically and mentally. I'm engaged and interactive. I was once an advanced life support EMT (II) and literally dealt with life-or-death situations. I've held a general aviation Private Pilot's license for 20 years and I've served on two independent boards. Most people would describe me as a leader by example. I believe that my strong foundation can help Shiftsmart progress in a complex and competitive environment, and I would be honored to join the team. Thank you for your consideration.

Sincerely,

Ken Chimarusti