July 17, 2017

Hello,

I am writing to apply for the Operations Manager, Service Desk, Infrastructure & Operations position. I am interested in this opportunity and I believe that my technical, managerial, and service delivery skills and experience will make me a very competitive candidate for this position. For many years I led a level 2 and level 3 support team at MIT, and as a project manager I rolled out ServiceNow Incident, Request, Knowledge, and Change at MIT. The ServiceNow project gave me an excellent understanding of managing a Service Desk as we had to define all services rendered, service owners and SLA’s for each service.

I can be reached anytime via email at kmmmullins@gmail.com or via my cell phone, 781-254-5878.

Thank you for your time and consideration.

Sincerely,

Kevin M Mullins