

**Mr. Suman Ampagowni, B.Tech. Cert.IV.Bus.**

**GRADUATE BUSINESS ANALYST: 0452 504 567**

Tuesday, 30 January 2018

Dear Mr. / Ms. Manager,

**RE: NETWORK OPERATIONS SUPPORT POSITION**

I am writing to submit my application for the above role as I am ready for a new challenge where I can take on more accountability, especially in using my expertise in data analysis and network operations.

I've done all I can to make good decisions to enhance my employability by undertaking jobs and courses that I hope employers see value in, and more critically, believe I am a best-fit candidate today and for the future.

I am currently working for Stellar Asia Pacific company as a Network Operator for NBN Australia, which provides services on its local access network on equivalent terms to all Retail Service Providers (RSPs), to provision for end-user needs.

I value this new role as one I can certainly take on more of a focus in these tasks, as they are ones I am good at and thoroughly enjoy. In saying this, I have prepared the following true statements that also summarise my overall strengths against the selection criteria:

- ✓ *I have 2+ years' experience in high volume data identification, collation, analysis, processing and verification. This includes producing high quality and timely reports and documentation that not only supported organisational decision making, but also complied with stringent standards and regulations*
- ✓ *I have advanced MS Excel Skills alongside my other technology skills in various software applications (MS Office, ERP, DBMS, CRM systems- Sales force, Remedy, and Service Portal). I can present data in an eye catching and effective manner performing: Formulae, Tables & Formatting, Charting, Numerical / Mathematical Functionality, Drop-Downs, Macros, Pivots and Format Conditioning*

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- ✓ *I have a strong background working in Supply Chain and Broadband Industries, which not only supporting end users and management teams in performance and inventory tracking and monitoring, but also investigative / analysis work on costs, time, processes, benefits, faults, trends and satisfaction*
  
- ✓ *I am a genuine Continuous Improvement practitioner and champion the delivery of exemplary customer service. I've acquired an excellent appreciation of what internal and external customers expect, and how to use well-developed and clear English communication and interpersonal skills to build and nurture strong rapport. In doing so, I've improved processes and systems where possible to enhance operating efficiencies*

Overall, I represent excellent value to my next employer and am committed to sharing all I have to benefit the company. I thank you for considering my application and look forward to hearing from you soon.

Yours sincerely,



**Avinash Surapaneni**