

Robert Smith

Service Delivery Manager

1737 Marshville Road, Alabama, (123)-456-7899, info@qwikresume.com www.qwikresume.com

[Today's Date]

[341 Company Address]

[Company City, State xxxxx]

[(xxx) xxx-xxxx]

[hiring.manager@gmail.com]

Dear [Mr./Mrs./Ms.] [Hiring Manager's Name],

This letter is regarding my interest in applying for the post of Service Delivery Manager at ***. My five years of experience working in the same position at *** match well with the specifications required for this job. I am an Information Technology graduate and have immense knowledge of coordinating deliveries and managing the delivery team.

I worked as a Service Delivery Associate and later on got promoted to a Service Delivery Officer position handling all service delivery activities of the organization. This has offered me a wealth of knowledge and experience in handling this job with utmost professionalism and efficiency. In my current workplace, I am responsible for –

- Coordinating deliveries and managing delivery teams.
- Facilitating smooth deliveries, after understanding the importance of each component of the service delivery process.
- Increased first call resolution from 70% to a huge 85%
- Managed a team comprising 8 delivery professionals and 2 supervisors.
- Skillful in solving client complaints in a timely and proactive manner.
- Earned a Master's degree in IT from the University of ***, along with a certification in Business Information Systems.
- Collecting feedback from customers.
- Troubleshooting delivery-related issues.
- Handling business support software.
- Determining solutions for various concerns which are arising in the delivery.

Above all, I understand that to take quick and correct actions, we have to think outside of the box, come up with correct solutions and ensure hassle-free deliveries. I believe that working under your organization will allow me to boost my career and at the same time, I shall put in my best foot to add value to your organization. If you are interested in my profile, you can arrange an interview so that we can discuss the opportunities and what more I can offer to your organization. Thanking you for your time and consideration.

Sincerely,
[Your Name]

Cover Letter Same Day Delivery Customer Service

Didier Musso



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