

John Smith  
**Covering Letter**

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Respected Hiring Manager,

I would like to take this opportunity to introduce myself as an experienced Senior ITS Analyst with a demonstrated history of working in the Government's transportation/trucking/railroad industry. I believe that my experience and skills can prove to be valuable if you would give me the chance to become a part of your organisation.

My professional experiences have involved working from end-level customer support services, to gradually rising to the ranks of senior level management. During all this time, I kept on adding to my skills and qualifications, and also acquired certifications such as the "Diploma of Leadership and Management" awarded to me by the Cardiff University. In this diploma, I studied modules which taught me in-depth about:

1. Leadership and team management
2. Management in all its aspects
3. Operating Management Information Systems
4. Developing policies for workplace procedures

I possess strong research skills and I am skilled in Operations Management, Problem and Incident Management, Access Provisioning Management, Knowledge Management, Request Fulfillment, Service-Level Agreements (SLA), Vendor Management, System Administration, and Service Desk.

My professional tenure has helped me in understanding Management as a whole, and how IT can be incorporated in the organisation for providing seamless customer support services as well as efficient management within the organisation. I am highly comfortable working in an environment dominated by IT, and I can confidently state that I can lead a team towards effective execution of tasks.

Therefore, I request you to go through my detailed Curriculum Vitae and consider me for a position in supervisory role in your organisation that is concerned with governance and management. I can assure that I will work to the best of my abilities, and assist the organisation through effectual Management.