

Jordan Ellis

OPERATIONS SPECIALIST

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Hiring Manager
Brightwell Example Company
Chicago, IL

Application for Operations Specialist

Dear Hiring Manager,

I am applying for the Operations Specialist position at Brightwell Example Company. The role's emphasis on reliable service handoffs and useful reporting matches the work I have done coordinating requests, checking records, and writing procedures for small operations teams.

At Cedarline Services, I coordinate a shared intake queue for 12 account teams. When overdue requests began accumulating, I introduced a weekly exception review that gave each unresolved item an owner and a next action. Over three months, overdue requests fell from 46 to 18. I used a consistent definition of overdue work, which made the comparison useful to the team rather than simply a lower number in a report.

I also built an Excel tracker to check request IDs and ownership before the weekly review. I documented the reconciliation steps and trained two colleagues to maintain the tracker during absences. That combination of practical tools and clear instructions is the part of operations work I enjoy most: making a process easier for the next person to run.

Your advertised focus on coordinating work across teams is a strong reason for my interest. I would bring experience clarifying incomplete requests, keeping follow-up responsibilities visible, and investigating record mismatches before they affect a management report. I would welcome the chance to learn how your team measures reliable service and discuss where my experience could help.

Thank you for considering my application. I would be glad to discuss the role and share more detail about the examples in my resume.

Sincerely,
Jordan Ellis