

LANE CLARKSON

416 BEARING LANE, HADLEY, MA 01035

PHONE: 413-555-7163 • EMAIL: lclarkson53@gmail.com

Raves about my performance from Client Support Manager, Olivio, Inc.:

"Lane has built strong working relationships with her team members and many individuals outside her group."

"Lane is able to work well with clients in a professional, yet friendly manner . . . Lane has built strong working relationships with many clients . . . She truly cares about satisfying her customers . . . Lane . . . consistently gets high marks from customers regarding her prompt-effective service."

"Lane is always willing to take on extra assignments and projects, even when her workload is already full . . . In the past year she has taken on many new challenging projects."

"Lane works to continually improve the communication between individuals and departments."

"Lane is a strong member of the team; she promotes a fun working atmosphere for all members of her team and she group as a whole."

Jan. 31, 2008

Warren McBeach
Otis Elevator Company
242 Pitkin Street
East Hartford, CT 06108

Dear McBeach:

I am a highly successful, competent team member with a background of extensive hands-on project-management experience in key areas of interest to Otis Elevator. My success has been both internal to the companies to which I've contributed and external to clients and customers. I'd like to bring that success to Otis Elevator in the IT Senior Manager position you are currently advertising, specifically contributing the following to your bottom line and that of your clients:

- ◆ A finely honed strategic sense that makes me a value-added and innovative solution-provider, combined with the proven ability to comprehend the project lifecycle and manage diverse projects;
- ◆ A solid technological understanding and the savvy to assimilate, implement, and integrate the systems that form the underpinnings of business;
- ◆ The adaptability and customer-driven mindset that enables a company to build and maintain profitable relationships with its clients and penetrate its markets.

During more than five years in Application Processing Services and E-Business Development and Corporate Systems with Olivio, Inc., I have consistently led projects that resulted in increased revenues, reduced costs, and salvaged customer relationships. I have successfully contributed my project-management skills, while motivating team members, fine-tuning project plans, and juggling multiple activities. I have frequently been called upon to use my analytical skills to scrutinize company and client needs, as well as conceptualize innovative solutions. My certificate in project management further bolsters my qualifications.

With great efficiency and profitability, I can implement Project Management and Project Life Cycle Methodology to refine project scope, adjust deliverables, review the budget and set timelines, track project resources and status, update executive and business-team sponsors on project status, check financials for alignment with company goals, ensure efficient use of resources, define roles, as well as lead, mobilize, and coach cross-functional project team members – and much more. "On time and within or below budget" are my watchwords, and I'm a pro at cost and time savings.

I thrive on the pressure of a fast-paced environment. I am that rare team leader with both the creativity to envision the big picture and the meticulousness to handle all the little details. I've more than proven my innovative problem-solving abilities.

I'd like to meet with you to discuss adding value to Otis Elevator in the advertised position as I've done for my previous employers and their customers. I'll contact you soon to arrange a meeting. Should you wish to reach me before then, please refer to the contact information atop this letter.

Sincerely,

Lane Clarkson