

June 1, 2012

Ms. Deirdre Jones
Human Resources Professional
Kraft Foods of Canada
95 Johnson Road
Kanata, ON, K1K 5K5

RE: Senior Application Support Specialist - Canada

Dear Ms. Jones:

The most challenging IT issues are not always technical but are often related to people issues including communication, management, and collaboration. Kraft Foods of Canada deserves to have the expertise to maintain superior controls over their technology function while mitigating risk and costs during the recession and beyond. We can accomplish this through collaborative leadership and stakeholder engagement.

The enclosed documents detail the qualifications and strong match with those that you seek for your Application Support Specialist overseeing Canadian operations. I excel at bringing projects together and bridging the gap between users and technology. By soliciting information about the needs of clients/end-users while engaging all stakeholders with candid analysis, we can ensure that IT aligns with overall cost reduction initiatives.

Much of my 20-year career has been working to improve systems functionality and facilitate human interfaces with technology. With over 15 years managing large-scale projects, the following examples illustrate my work ethic and dedication to this mission based on a recent role with Bell Canada Enterprises:

- **Overcame challenges in the migration** from a manual paper based operation with limited automation in a direct invoicing application to a fully functional MRP system. Reduced costs in FY1 by \$2.2M and \$1M in FY2.
- **Designed clean and simple transactions** that enabled high volume of EDI data flowing through the various systems handling millions of dollars of transactional data each week at half the time and cost.
- **Leveraged MS SQL query language** for the purpose of extracting data and aiding users in developing personal scripts to improve job performance. Enhanced efficiency by greater than 50%.

I offer the world's second largest food company the following commitment: to develop and maintain a monitoring regime managing the problems of anomalous data or communications while providing user/client support in Canada. In addition, to engage in the crucial conversations that lead to the necessary internal and external support paramount to achieving strategic objectives at Kraft Foods. We can discuss this further by meeting at a time and date of your convenience. I will follow up with a phone call to arrange such a meeting.

Sincerely,

Jean Levy

Enclosure: Résumé

Straight answers and cost effective IT solutions