

Jordan Smith

January 16, 2026

Acme Corporation

RE: Servicenow Developer

Dear Hiring Manager,

I am excited to apply for the Servicenow Developer position at Acme Corporation, as advertised on LinkedIn. With a robust background in IT service management and a deep understanding of the ServiceNow platform, I am eager to contribute my skills to your innovative team and help drive efficiency and effectiveness in service delivery.

In my previous role at Tech Solutions Inc., I successfully led a team in implementing a ServiceNow ITSM solution that streamlined incident management processes, reducing resolution time by 30%. By analyzing existing workflows and collaborating with cross-functional teams, we were able to identify bottlenecks and automate key tasks, resulting in a more responsive and user-friendly experience for our clients. Additionally, I developed custom applications within ServiceNow that enhanced reporting capabilities, providing stakeholders with real-time insights that informed decision-making.

Moreover, I have a proven track record of improving system performance and user satisfaction. At Global Enterprises, I played a key role in migrating our ServiceNow instance to a new version, ensuring compliance with best practices and minimizing downtime. Post-migration surveys showed a 40% increase in user satisfaction, showcasing my commitment to delivering high-quality solutions that meet user needs. I am particularly passionate about leveraging ServiceNow to create seamless workflows that enhance operational efficiency and provide exceptional service to end-users.

I am very interested in the opportunity to discuss how my experience and skills align with the needs of Acme Corporation. Thank you for considering my application. I look forward to the possibility of contributing to your team and am eager to discuss my potential contributions in more detail.

Sincerely,

Jordan Smith