

# TED TRANSFORMATION

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## *US / Global Business Transformation & Information Technology Outsourcing*

«Date»

«First\_Name» «Last\_Name»

«Title»

«Company»

«Postal\_Address»

Dear «Courtesy\_Title» «Last\_Name»:

To remain competitive, profitable, and growing, today's companies are obligated to take an urgent and comprehensive approach to effective global business transformation, management of offshore and /or outsourcing suppliers, and successful management of clients' outsourcing relationships.

As a skilled senior-level GCR Worldwide Tech Corporation outsourcing specialist and ten-year member of GCR's US Board of Certification for Program Managers—with experience serving many of the world's leading companies—I offer proven skills that can help you meet these critical challenges. These skills include:

- **Long-term management of diverse global outsourcing contracts of up to \$750 million and 400+ global consultants.**
- **Thirteen years' GCR and client-side executive background in client delivery of global outsourced services**—managing performance, project P&L, and client satisfaction—for contracted outsourcing in the US, Europe, the UK, and India, with effective establishment, balance, and rigorous oversight of local and remote suppliers and their responsibilities.
- **Thirteen+ years' involvement in the evolution of IT outsourcing**—through Business Process Outsourcing to Business Transformation—helping an array of US, Europe, and UK businesses achieve improved performance, quality, and services at lower cost; realize costs benefits; and increase speed to market with overall business agility.

The following achievements are predictive of the contributions you can expect me to deliver to <<insert company name>>:

- **Won a \$750 million outsourcing contract and reduced clients' expenses by 25%**—one of many business successes, in key IT areas, industries, disciplines, technologies, cultures, and countries.
- **Eliminated \$80 million overrun and increased revenue by \$60 million**—one of many global / international business and cultural transformations.
- **Improved margins by 40%, resolved 44 major contract disputes, and increased revenue \$20 million**—one of many instances of managing and / or stimulating effective client relationships.
- **Initiated eleven major improvement programs to earn back customer confidence, permit resolution of major disputes, increase performance to 99.99% measured end-end, and raise customer satisfaction from 60% to 90%**—one of many achievements driven by a passion for improving value, performance, and the quality of services / relationships.
- **Delivered \$14 million cost takeout in 2001, directly related to rigorous contract management**—one of many accomplishments as a Program Executive deeply skilled in process, tools, technology, and people management.

<<Name of Contact>>, the enclosed resume highlights many more results that reflect my ability to meet or beat business, technical performance, and customer satisfaction targets. If there is a challenge to overcome, my teams and I make it happen, no matter what the business environment. It is my firm belief that I can deliver similar outcomes to <<insert company name>> and I look forward to discussing your needs and my solutions.

Sincerely,

Ted Transformation

Enclosure

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***Make the impossible, possible... Overcome complex business and IT challenges ... Salvage and strengthen relationships  
Rescue bottlenecked, behind schedule, financially off-track projects ... Lead exceptional teams to achieve exceptional results***