

ANTHONY GENTILE

Operations Manager
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January 1, 2024

Lori Taylor

Hiring Manager
Delta Airlines
(987) 654-3210
loritaylor@detroitmetropolitanairport.com

Dear Ms. Taylor:

I'm reaching out in regard to the operations manager position at Delta Airlines. During my time with Detroit Metropolitan Airport, I oversaw daily frontline operations for a major airport and successfully increased customer satisfaction ratings from 70% to 87% over two years. I am confident I can achieve similar success for your organization in the operations manager role.

Delta Airlines' reputation as an industry leader in customer service innovation is what draws me to apply for this opportunity. Throughout my career, I've led diverse cross-functional teams to enhance the customer experience and ensure passenger safety. I believe my leadership capabilities would be an asset to your company based on my previous achievements:

- Oversaw daily frontline operations for a major airport, managed a team of over 70 frontline staff, coordinated daily workflows and scheduling, and provided a high-quality customer experience, including identifying resolutions to escalated issues
- Delivered coaching and training to team members to build a collaborative work culture centered on safety and customer service, resulting in an 87% rating on customer surveys
- Conducted operational audits and root cause investigations to ensure the safety of team members and passengers during boarding and flights

I would like to schedule an interview to tell you more about how my operations management experience can help Delta Airlines continue to excel as a customer-first organization. Feel free to contact me regarding any additional questions on my background. I appreciate your time and consideration.

Sincerely,

(Insert Signature Here)

ANTHONY GENTILE