

August 7, 2026

Ms. Elena Torres
Vice President, Business Operations
Beacon Systems
225 West Wacker Drive
Chicago, IL 60606

Dear Ms. Torres:

Beacon's decision to pair its next stage of growth with a formal Business Operations function is what drew me to the Director opening. The role is not framed as a reporting layer; it is charged with turning company priorities into durable operating decisions across Product, Customer Success, and Finance. That is the work I have led at Northstar Health, and it is the kind of mandate I am ready to take on at broader scale.

As Director of Operations at Northstar, I inherited a launch process that made ownership difficult to see and tradeoffs difficult to make. I worked with leaders in product, implementation, support, and finance to rebuild intake, capacity planning, and launch readiness around one shared operating cadence. The change reduced median customer launch time by 28% in two quarters. A related risk review gave executives and delivery leads one place to resolve dependencies, contributing to a 34% decline in late implementation escalations. The result was not a new meeting system; it was a clearer way for four functions to decide together.

Beacon also needs an operator who can connect strategic priorities to economic outcomes without treating cost reduction as the only measure of progress. At Northstar, I consolidated vendors and redesigned three high-volume workflows, producing \$1.8 million in verified annual savings while preserving service levels. Earlier, I built the company's first quarterly planning system across six product lines and partnered with Data on a governed launch scorecard that improved forecast accuracy from 67% to 89%. Those experiences taught me to make assumptions explicit, establish decision owners early, and use metrics to improve judgment rather than replace it.

I would welcome the opportunity to discuss how that approach could help Beacon build an operating model that keeps pace with its growth. Thank you for considering my application. I look forward to the possibility of speaking with you.

Sincerely,

Maya Chen

maya.chen@example.com · (312) 555-0184 · Chicago, IL