July 22, 2016

Ms. Rhonda West
Customer Service Manager
Acme Inc.
123 Corporate Blvd.
Baltimore, MD 21201

Re: Customer Servce Representative Opening (Ref. ID: CS300-Denver)

Dear Ms. West:

I was excited to see your opening for a customer servce rep, and I hope to be invited for an interview.

My background includes serving as a customer servce associate within both call-center and retail environments. Most recently, I worrked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television servces provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer servce skills during my part-time employment as a waitress and restaurant hostess while in high school.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer servce, communication and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time -- I look forward to learning more about this opportunity!

Sincerely,

Sue Ling

*Enclosed: Resume*