

Dear Mr. Larry:

Please accept my enclosed application for the position of call center representative at your company. Having read through your job posting, I was excited to discover that my skillsets and experience match your desired qualifications.

As a call center representative at Verizon, I spent two years honing my upselling techniques, conflict resolution skills, and phone etiquette. In just six months on the job, my managers already had me onboarding and training new employees. By the end of my tenure at Verizon, I had achieved the following results:

Customer Service Rating= 98% over two years

Resolved 94% of customer issues, thereby reducing the caseload of the call center manager

Lowest customer turnover ratio in 2015

It would be a great honor to be a member of the [Company Name] team since your company is one of the best in the industry at employee development. I believe that my customer service skills and prior call center experience would help your company boost customer satisfaction.

I am looking forward to discussing the position with you in more detail and am available by phone or email at any time most convenient for you. Thank you for your time and consideration.

Sincerely,

WILIAM EMILY

**WILIAM EMILY**

TO

HEAD OF DEPERTMENT

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**CALL CENTER REPRESENTATIVE**