+123 4567 893

 yourmailid@domain.com

 www.yourwebsite.com

 street name, state/country, zip code

with country 4568

Dear Person Name

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

My background includes serving as a customer service associate within both call-center and retail environments. Most recently, I worked on the customer service dr Sample-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 services providen 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 aequipment 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 service 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 accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problesolving 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,

SOPHIA LUNA

Company name.

street name, state/country, zip code

with country 4568

Ms. Person Full Name

Customer Service Manager

CONTACT

Re: Customer Service Representative Opening (Ref. ID: CS300-Resume)

April 26, 2018

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