

# Account Support Specialist Cover Letter

7066 Reilly ValleyGlovermouth, IA 17749-7639

**Dear Finley Smitham,**

Please consider me for the account support specialist opportunity. I am including my resume that lists my qualifications and experience.

In my previous role, I was responsible for immediate support and solutions to brokers regarding products, benefits, administrative policies and services as well as all Aetna broker systems.

My experience is an excellent fit for the list of requirements in this job:

- Experience working in the automotive industry, and specifically interacting with the automotive OE's as a supplier preferred
- Strong analytical and problem solving skills, basic financial knowledge preferred
- Possess knowledge of Excel, Word and PowerPoint
- Acts as liaison between various partners, all PSCU business units, and internal staff, by providing ongoing communication between all parties to ensure timely resolution of the client's operational needs and communicating resolutions to the credit union in written, verbal and/or visual form
- Maintain extensive knowledge of applications such as financial operations and daily balancing billing, dispute and fraud work cases, using available resources as needed to assist internal and credit union personnel
- Maintain current working knowledge of supported PSCU products and service applications including its key functions and associated reports
- Establish and maintain positive, professional relationships with service partners and PSCU personnel by playing an integral role in developing trust and rapport ensuring high service level satisfaction
- Perform account analyses and reviews

**Thank you for taking your time to review my application.**

Sincerely,

