

Account Support Specialist Cover Letter

5217 Shana HollowShoshanamouth, VA 56279-3065

Dear Robin Rogahn,

I would like to submit my application for the account support specialist opening. Please accept this letter and the attached resume.

In my previous role, I was responsible for guidance regarding products, policies, procedures, workflows, quality and training needs within Cigna departments and is responsible for monitoring against standards and performance guarantees.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Fluent in Spanish both verbally and reading/writing
- Working knowledge of Service Cloud systems
- Acts as the tax and regulation expert for the department
- Participates in a variety of regulatory compliance and research projects
- Assumes overall responsibility for any testing requirements in the department relative to tax or regulatory projects
- May prepare monthly or annual reports to meet regulatory compliance
- Escalates issues for resolution of discrepancies and assists in the implementation of solutions
- Ensures department is compliant with any existing or new laws and regulations

Thank you for your time and consideration.

Sincerely,

Robin Pfeffer