

# Agent Support Cover Letter

75394 Danny PlainPort Peterport, ID 83507

**Dear Hayden Padberg,**

In response to your job posting for agent support, I am including this letter and my resume for your review.

In the previous role, I was responsible for excellent customer service and collaborate across multiple functions and levels of the organization.

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

- React well under pressure and manage difficult or emotional customer situations
- Act with professionalism and diplomacy when communicating with a customer
- Be able to learn and apply information on multiple systems and applications
- Be proficient with Microsoft Office software including Word, Excel, PowerPoint and Outlook
- Calling into education
- Appointment making
- Natural proactive nature
- Comfortable to communicate via phone, fax, e-mail or other medium

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

Sincerely,

Frankie Heaney