

Assistant Team Leader Cover Letter

5181 Terrance SpringSouth Danita, MS 56739-8164

Dear Alexis Fahey,

In response to your job posting for assistant team leader, I am including this letter and my resume for your review.

Previously, I was responsible for feedbacks to product management, product development and operations teams to improve the reliability, scalability and ease of deployment in future products.

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:

- Highly developed communication & relationship management skills
- Delivers budgeted center and overall store sales and profits
- Work as part of a team delivering post, reprographic, portering and client support duties
- Communicate the resolution of inquiries to customers via outbound calls, based on defined inbound procedures
- Take inbound customer calls on a weekly basis and/or as call volumes require
- Handle difficult customer issues and escalations on behalf of Customer Service Representatives whenever possible, and coaching them with regards to escalations
- Attend team meetings, pep sessions, focus groups, and training sessions, as needed
- Identify and relay to Team Leader areas for improvement within the inquiry and concern resolution processes

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,