

# Associate, Customer Service Cover Letter

90335 Schiller Centers East Xavierfurt, UT 87972-0673

**Dear Corey Grimes,**

In response to your job posting for associate, customer service, I am including this letter and my resume for your review.

In my previous role, I was responsible for support to the Servicing Department and Information Technology Department with creation of documents, systems, forms, etc.

Please consider my experience and qualifications for this position:

- Manage customer complaints as arises, liaising with appropriate teams, issuing the customer perception report as necessary, and informing the correction actions taken to the customer
- Safeguards trade secrets in accordance with Company policy
- Manages order administration (Sales Order entry, Repair Approvals and coordinating Repair purchase orders, managing customer purchase orders, order status monitoring, generation of invoices)
- Manages Delivery Metrics per RDSL/PDSL and meets customer requirements by using appropriate lead time tools, administering to terms and conditions
- Resolves problems pertaining to order administration, completion and post order activities by effectively utilizing resources (reports, tools, subject matter experts)
- Verify sales orders for accuracy and completeness
- Perform Quality Assurance controls on Order Entry
- Facilitate cycle/inventory counting and physical inventory

**Thank you for your time and consideration.**

Sincerely,

Dylan Russel