

Call Cover Letter

43152 McKenzie Spurs New Averyton, KS 55414-6914

Dear Skyler Connelly,

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

In the previous role, I was responsible for technical support to internal and external users regarding the resolution of escalated issues, processes, and procedures; respond promptly and professionally; analyze impact and scope to determine tier-one resolution.

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

- Helps resolve complicated customer complaints
- Coordinates and expedites customer inquiries to other departments for resolution
- Experience with, OTIS, CSI and PC is preferred
- Efficient as using Microsoft Office (Word, Excel, PowerPoint)
- Focused, driven to achieve
- A caring attitude and an outgoing, friendly manner, able to show empathy
- Able to ensure confidentiality
- Excellent PC skills and proficiency using MS Office products

Thank you for considering me to become a member of your team.

Sincerely,

Landry Kertzmann