

Client Service Administrator Cover Letter

385 Virgilio ForgeLake Carmelo, TX 00922-4005

Dear Bellamy Bernhard,

I submit this application to express my sincere interest in the client service administrator position.

In my previous role, I was responsible for industry standard implementations of systems and configurations needed to support Auxiliary business functions and processes.

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

- Strong written and verbal communication, interpersonal, basic math, organizational, reading comprehension, interpretation, and negotiation, analytical and problem solving skills
- Updates Service Level Agreements (SLAs) through ensuring updates to SLAs, reporting on SLAs, highlighting missed SLAs and agreeing mitigation plans with the SSC management team
- Maintains the SSC service catalogue
- Reports on SSC performance management and SLA achievement/progress
- Drives continuous improvement in SSC processes
- Coordinates and drives updates to the SSC process maps (as a result of continuous improvement or changes in business requirements)
- Answers contact centre phone and manages central mailbox where automatic routing does not resolve client queries
- Minimum 5 GCSE's or 3 'A' Levels

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

Sincerely,

Sawyer Roberts