

Client Services Specialist Cover Letter

6050 Lonnie Walks New Julio, MA 55057

Dear Alexis Cormier,

I submit this application to express my sincere interest in the client services specialist position.

Previously, I was responsible for marketing support to local brokerage professionals marketing efforts as it pertains to new business pursuits and promotion of property listings for lease and sale.

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:

- Actively participate in process improvements
- Suggest system enhancements to improve efficiency and quality
- Performs variety of customer service activities for SCA private label credit card merchants and dealers typically of larger size and complexity
- Provides ongoing day-to-day process-oriented services for merchants and dealers, such as answering account reconciliation, settlement, exceptions, unacceptable sales/returns, minus investigation and other accounting-related questions and explaining processes and procedures
- Accesses merchant accounts on system, understands customer issues, reviews and evaluates account information and responds according to established policies and procedures
- Researches more complex issues prior to resolution with merchants
- Distributes program related materials to merchants including marketing and promotional supplies, application forms, Truth In Lending disclosures and other related materials
- Develops and maintains productive business relationships with appropriate merchant and bank contacts other internal departments, including finance, account management, sales, customer service and others, to facilitate information exchange and efficient customer service

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

Sincerely,

Spencer Cassin