

Customer Care Team Lead Cover Letter

527 Hills Turnpike Lake Christiniemouth, FL 71870-9225

Dear Emerson Parker,

I submit this application to express my sincere interest in the customer care team lead position.

In the previous role, I was responsible for support to the Customer Care team: Work with the call center supervisory team to determine ongoing group training needs.

Please consider my qualifications and experience:

- English both in writing and verbal
- Excellent Service and Customer orientation
- Self starter who can define priorities, workload and manage the complexities of multiple
- Strong issue management and risk mitigation background to De-escalate in a professional manner
- May provide immediate direction to a unit or group of employees, assigning tasks, checking work at frequent intervals and maintaining schedules
- A portion of time is normally spent performing individual tasks relation to the unit or sub-unit
- Will have specialized external certification (technical roles)
- Strong working experience with in call center operations

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

Sincerely,

Finley Schroeder