

Customer Care Team Lead Cover Letter

69026 Collier Crossing East Anabel, WV 39488

Dear Rory Heathcote,

In response to your job posting for customer care team lead, I am including this letter and my resume for your review.

In the previous role, I was responsible for daily motivation of operational direction/guidance to Team Leads, Managers and Call Center Specialist/Tech Support to ensure that call center metrics and KPIs are met or exceeded.

Please consider my experience and qualifications for this position:

- Displayed superior customer service skills
- Fluent in Spanish or Italian
- Oversee the operations of the Customer Care Center team in Country Group South, ensuring high level of cross functional team work and engagement levels
- Execute all operational activities for call management, short term planning, long term planning and resource dispatching in Country Group South ensuring maximum customer satisfaction
- Vocational level education or equivalent
- Experience in Customer Services or Customer relations, in leading a team
- Basic knowledge of SAP and / or Business Objects
- Healthcare industry experience is a clear advantage

Thank you in advance for reviewing my candidacy for this position.

Sincerely,

Shae Will