

# Customer Care Team Lead Cover Letter

43702 Mayer PortsWest Jorgetown, TX 43954

**Dear Tyler Considine,**

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

In my previous role, I was responsible for leadership, direction, and guidance to maintain overall performance of the customer care center operations for multiple sites.

Please consider my qualifications and experience:

- Knowledgeable concerning the functionality of laboratory equipment and the related reagent consumables including knowledge of the type of tests the instruments are capable of performing
- Capable of preparing professional laboratory quotes for prospective lab customers
- Knowledgeable concerning product pricing in the medical laboratory market
- Highly professional and comfortable communicating with direct reports, peers and senior management
- Experience in working within a customer orientated environment with experience of escalation and complaint management
- Experience of direct team leadership including workload monitoring, prioritisation and delegation
- Microsoft Office – Intermediate level of Word, Excel and Powerpoint
- Subject matter expert on financial products

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

Sincerely,

Reese Heathcote