

# Customer Care Team Lead Cover Letter

985 Carmina GlenPort Boyce, TN 77448

**Dear Ryan Stark,**

I am excited to be applying for the position of customer care team lead. Please accept this letter and the attached resume as my interest in this position.

In my previous role, I was responsible for coaching and feedback to team of call center employees on an on-going basis to promote improvement, efficiency and performance awareness.

Please consider my experience and qualifications for this position:

- Software skills (Customer Service systems, ACD, MS Office, Quality Monitoring Systems, ) (Preferable)
- IT skills relating to PCs & peripheral devices printers, monitors, , (basic troubleshooting)
- Leadership skills (preferable)
- Thoroughly understanding specific aspects of Customer Service area and its practical application to problems and situations ordinarily encountered
- Having an extensive depth of expertise and knowledge in specialized functions or business areas
- Highly motivated, competitive, and a self-starter individual
- Being computer proficient with Microsoft Office tools
- Effective dispute resolution

**Thank you for your time and consideration.**

Sincerely,

Tyler Hane