

Customer Relations Coordinator Cover Letter

68287 Jones Mill West Eugene, NM 32074-1626

Dear Avery Walker,

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

Previously, I was responsible for customer service support to managers and associates on Red Hat's employee relations processes, programs, and policies.

Please consider my qualifications and experience:

- Experience resolving high-profile customer complaints in a field related to government operations or similarly regulated environment
- Intermediate skills using Microsoft Outlook, Word and SharePoint and using business intelligence tools, such as Microsoft Power BI, Cognos or Microstrategy
- Experience monitoring and evaluating programs for effectiveness, identifying and implementing improvement strategies
- Experience facilitating large and small group meetings and working with employee affinity groups
- Experience entering and manipulating data to create meaningful reports and assessments to make sound business decisions
- Experience serving in a lead role scheduling the work of others
- Expert level knowledge of the Complaints handling system
- Adheres to all Standard Operating Procedures, Guidelines and Best Practices

Thank you for taking your time to review my application.

Sincerely,

Indigo O'Hara