

# Customer Service Agent Cover Letter

3841 Francis Roads Rennerstad, GA 84786

**Dear Bellamy Schultz,**

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

In the previous role, I was responsible for onboarding instruction as requested by any MPCS staff or onboarding agency Manage and maintain relationship between our newly onboarding accounts, existing accounts, sales representatives and MPCS staff.

Please consider my qualifications and experience:

- Shift schedules can vary to meet the client's needs
- Essential Functions/Core Responsibilities \*
- Demonstrated quality of being a team player
- Well versed with ERP systems, preferably SAP, IScala, Accpac
- Experience in oil and gas/ chemical industry preferred
- Take inbound phone calls from AARP members and assist them with their insurance needs
- Complete outbound call campaigns
- Excellent customer service skills, including fluency in English

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

Sincerely,

River Ondricka