

# Customer Service Agent Cover Letter

5293 Parisian Tunnel South Dario, GA 51870-1481

**Dear River Gusikowski,**

Please consider me for the customer service agent opportunity. I am including my resume that lists my qualifications and experience.

Previously, I was responsible for front line telephone support of a technical nature to Ecolab pool & spa customers and associates.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Reviewing and researching accident claims
- Working to coordinate insurance benefits and interacting with patients, insurance companies and attorneys
- Responding to email and phone correspondence
- Performing reporting to include aging and denials
- Follow through and problem resolution skills
- Professional customer rapport
- Experience in outbound collections is preferred
- Take and manage inbound customer service calls, emails or other multimedia channels, for repairs, housing management, payments or other Mears Housing Management service

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

Sincerely,

Dylan Daugherty