

Customer Service Team Manager Cover Letter

53667 Macie Rue Fernandaborough, CA 53871-7535

Dear Shae Stehr,

I would like to submit my application for the customer service team manager opening. Please accept this letter and the attached resume.

Previously, I was responsible for necessary training to Human Resources team and Company managers when applicable concerning HR policies and procedures, employment regulations, employee complaint investigations, Performance Improvement Planning, and HR compliance processes and procedures.

Please consider my experience and qualifications for this position:

- A relevant NVQ3/Diploma, or equivalent Customer Service qualification (which can include experience in a similar environment)
- Evidence of managing a team to achieve excellent customer service
- Very IT literate with advanced Microsoft Excel skills
- Operating in a very adaptable environment, open to change while ensuring business priorities are not compromised
- Very performance driven, utilising metrics to drive individual and team achievement, taking ownership for the teams contribution to overall departmental performance
- Experience in working with SAP or other ERP (Enterprise Resource Planning) business management system
- Excellent command of English language (Bilingual in French would be considered an asset)
- Last but not least is a natural passion for delivering and leading others to deliver outstanding customer service

Thank you for taking your time to review my application.

Sincerely,

Rory Hirthe