

Customer Service Team Manager Cover Letter

3967 Glover KeyNew Lorianmouth, OH 53971-3907

Dear Drew Huels,

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

In the previous role, I was responsible for broad architectural design into company products, policies and procedures.

Please consider my qualifications and experience:

- Experience in leading teams in a virtual environment
- Mentor and groom the TL's as per the career growth options
- Motivate and drive the team to ensure timely deliverables
- Should have good understanding of the BCP Strategy
- Collate, present Weekly Business Review dashboard to client
- Execute a comprehensive quality assurance processes
- Track and report daily volumes and quality stats to the delivery manager and other stakeholders
- Provide performance feedback, coaching on the Analysis conducted by the QA&T

Thank you for taking your time to review my application.

Sincerely,

Reese Witting