

Customer Support Associate Cover Letter

79627 Conroy LakesEast Dannytown, NM 65108

Dear Oakley Davis,

I submit this application to express my sincere interest in the customer support associate position.

In the previous role, I was responsible for support of email services for Microsoft Office 365 and local hosted exchange.

Please consider my experience and qualifications for this position:

- Collaborate with Sales in supporting and meet customers' requirements
- Preferably hands-on experience in AA and UV product
- Self-motivated, pro-active, analytical and good problem solving skill in technical
- Minimum A to C grade in GSCE English and Maths or Equivalent
- Able to understand and communicate complex information
- Experience with CRMs, trouble ticket systems and project management tools (Zendesk and/or Jira preferred)
- Educate clients on product features or additional services to meet their needs
- Knowledge in MS Word, Excel, Outlook

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,

Dakota Davis