

Customer Support Executive Cover Letter

3077 Terrence Mountains East Roselleland, DE 34298

Dear Dylan Paucek,

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

In the previous role, I was responsible for credit decisioning capability across the Consumer/TMI sector, including credit assessment and control of risk in relation to the lending assets of CIB.

Please consider my experience and qualifications for this position:

- To update databases with information about services as requested by Senior Management
- To provide monthly KPI's and summary reports/reviews for the different services
- Develop and establish Customer relations and encourage sales retention, including identifying and acting on sales leads
- Create a close working relationship with the sales and marketing team to support marketing activities to generate new business leads from prospects and engagement amongst existing clients
- Manages requirements for a successful customer contract fulfillment
- Provide immediate and accurate customer support to all internal and external requests including but not limited to user access, user lists and modifications, billing, usage statistics, technical problems/complaints and ensure all concerns are resolved
- Ensure the data integrity of the products' CRM system, data feeds, assisting in data migrations and analysing current data-flows, in order to provide the business with critical reporting
- Takes ownership in ensuring knowledge-based documentation and initiatives are up-to-date

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

