

Rep, Customer Service Cover Letter

540 Cartwright WaysNew Carterside, NY 70179-7871

Dear Charlie Murphy,

In response to your job posting for rep, customer service, I am including this letter and my resume for your review.

In the previous role, I was responsible for feedback and recommends updates to tools, job aids, scripts, and standard operating procedures as well as other communications and content.

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:

- A bright and welcoming personality!
- Strong written, interpersonal, listening and verbal communication skills - effectively communicate program procedural information to patients, advocates, healthcare providers and pharmacists
- Ensure all customer help requests are followed up and closed out
- Monitor all ticket queues to ensure KPI's are on track
- Escalate all issues outside of KPI's
- Escalate all system issues in a timely manner
- Provide feedback to the team in relation to new issues and solutions
- Veterinary product knowledge is helpful

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

Sincerely,

Dylan Blick