

Rep, Customer Service Cover Letter

410 Antone Viaduct East Arica, NY 16511-0473

Dear Sutton Wunsch,

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

In the previous role, I was responsible for service and quality improvement and cost reduction recommendations •Software skills, including use of Microsoft Office software and web-based applications •Time management, organizational and multi-tasking skills necessary to work in a fast-paced environment and meet varied work demands and deadlines •Ability to successfully complete required CPC new hire and recurrence technical training.

Please consider my experience and qualifications for this position:

- Overall understanding of the sales process from conception to completion
- Track record of successfully handling escalated customer interactions
- Able to work in an autonomous and entrepreneurial type environment
- Proactively seeks process improvements
- Customer Service Experience (ACE)
- Repeat Calls (24hr and 7 day resolution)
- Average Handle Time (AHT)
- A Customer Service background

I really appreciate you taking the time to review my application for the position of rep, customer service.

Sincerely,

Charlie Dach