

Service & Support Representative Cover Letter

87672 White BrooksHermanview, ME 17697-4447

Dear Rowan Leffler,

I submit this application to express my sincere interest in the service & support representative position.

In my previous role, I was responsible for excellent communication between internal teams relating to customer needs and factors that contribute to overall customer satisfaction.

Please consider my qualifications and experience:

- Self-motivated, business and target oriented ·Determined to provide customer satisfaction ·Greatly resourceful and capable in achieving hands-on & troubleshooting tasks ·Able to absorb new concepts quickly ·Dedicated team player and strong interpersonal skills ·Competent in giving presentations about product improvements / test results ·Highly developed communication skills in both English and French, written and spoken ·Willing to travel on a regular basis ·Valid driver's license
- Computer literacy in Microsoft Office Excel, Word and PowerPoint ·Report preparation and presentation ·Experience with ground support products and techniques considered an asset ·Knowledge of underground mining and bolting applications considered an asset
- Previous experience working with business customers on the phone preferred
- May participate in experiment design sessions that articulate the customer experience and drive change using data backed insights
- Handle hardware calls to provide technical support functions to gaming customers by answering inquiries, solving problems and troubleshooting issues using provided scripting and published materials
- Maintain professionalism at all times representing our client to the highest standard
- Current, relevant experience as a corporate Service Support Representative,

- Performs customer service activities and initiatives for a broad range of products, services and problem resolution that occurs across multiple channels for our customers

Thank you for taking your time to review my application.

Sincerely,

Tatum Kunde