

# Store Support Cover Letter

73606 Kulas ForgeNorth Shaylaberg, GA 79829

**Dear Brooklyn Gutmann,**

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

In the previous role, I was responsible for recommendations for desk operations policies and procedures to improve customer service and office systems.

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:

- Answer store logs raised on the Crick DC helpdesk accurately and within the agreed SLA
- Compose and send Delivery Update emails to bathstore stores and management distribution, upon receiving a notification from DHL Customer Service team
- Update the relevant tab on the delivery info spreadsheet with order details received from a number of sources, including email, helpdesk logs, EWR and phone call
- Update the relevant tab on the driver contact spreadsheet with order details received from helpdesk logs and emails
- Provide helpful and accurate telephone assistance to Bathstore and DHL callers with regards to warehouse process and Kerridge applications
- Set up and book City Sprint couriers on accounts for both Bathstore and DHL to meet stipulated requirements
- Keep accurate records of couriers booked on each account and reconcile against the weekly City Sprint charges invoice
- Compile the No Line Level Detail report and update Microlise and Failure report accordingly

**Thank you for considering me to become a member of your team.**

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