

Team Lead-Customer Service Cover Letter

2794 Breitenberg BranchStreichborough, CT 98085

Dear Haven Bosco,

Please consider me for the team lead-customer service opportunity. I am including my resume that lists my qualifications and experience.

Previously, I was responsible for leadership to continuously improve business performance in terms of costs, operation & maintenance, health, safety, environment and customer service;.

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:

- Computer knowledge (Microsoft Excel, Windows, Access, PowerPoint,) (intermediate level)
- SAP and Warehouse Management System (WMS) knowledge (intermediate level) preferred
- Possess strong analytical and problem solving skills conflict resolution skills
- Experience with Salesforce CRM and AS/400 would be a bonus
- Prior team lead or management experience preferred
- Maintain knowledge of pharmaceutical industry products, trends, and processes
- Execute coaching opportunities
- Lead the customer service team and coach team members for optimal performance in compliance with Human Resources policies

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

Sincerely,

Emerson Connelly