

CALL CENTER COVER LETTER

Phone: (717) 471-7011

Email: your.email@gmail.com

LinkedIn: linkedin.com/in/yourprofile/

[Today's Date]

[Hiring Manager's Name]

123 Company Address

Company's City, State, Zip Code

(xxx) xxx-xxxx

hirng.manager@gmail.com

Dear [Mr./Ms./Mx.] [Hiring Manager's Last Name],

I'm excited to apply for the position of Call Center Representative at Comcast. With over 4 years of experience assisting customers and closing sales, I'm confident I'll be an excellent addition to your team. In my last role, I received consistent praise for my exceptional customer service and ability to maintain a positive attitude in a high-pressure environment.

As a call center representative at U-Hauls, I honed my upselling techniques, conflict resolution skills, and phone etiquette. In just six months on the job, my managers already had me onboarding and training new employees. By the end of my tenure at U-Hauls, I had achieved the following results:

- 98% customer service rating
- 94% resolved customer issues rate, thereby reducing the caseload of the call center manager
- Lowest customer turnover ratio in 2022

I believe my customer service skills and prior call center experience will help you boost customer satisfaction. I'm looking forward to discussing the position with you in more detail and am available by phone or email at any time most convenient for you. Thank you for your time and consideration.

Sincerely,

Your Name