**COVER LETTER**

**OKEKE ADAKU THEODORA,** BSc, MBA

Team Member Operations,

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Dear Hiring Manager,

With the enclosed resume, I would like to express my sincere interest in the Accounts and Maintenance Officer Position you have available. As an accomplished professional with experience maximizing customer satisfaction through customer service initiatives and dynamic team leadership, I possess a breadth of knowledge and talents that will allow me to contribute toward your success through this role.

My expertise lies in successfully maintaining superior customer relationships and providing outstanding service and support to meet, and surpass expectations and requirements. Throughout my career, I have managed customer communications and initiatives to realize improved customer service, satisfaction, and retention. Additionally, my established success in effectively interacting with and leading teams positions me to make a significant contribution to this position.

The following achievements demonstrate my qualification for this position:

* Resolved customers’ complaints by identifying problems and taking appropriate corrective action, increasing the client retention ratio by 50%.
* Demonstrated professional etiquette and manners, improving positive feedback and 5-star ratings by 80%.
* Frequently set up staff training materials, therefore, grew the effectiveness of the customer service department by 20%.
* Managed customer feedback and support requests through multiple vectors including email, user forums, ticketing system, and various social networking outlets.
* Implemented several initiatives to increase overall customer satisfaction (an increase of 20%) as well as reduce customer issue resolution time from 7 business days to less than 2 business days
* Continually work with other department heads and managers to increase overall productivity across the organization with the overall goal of increasing customer satisfaction

My proven dedication to optimizing customer care and leading top-performing teams will contribute immensely to the success of your organization in this role.

Thank you for your consideration; I look forward to speaking with you soon.

Sincerely,

Okeke, Adaku Theodora