

Dawn Zurick Beilfuss

15810 IL Rt. 173 #2F
Harvard, IL 60033
847.287.1148
DZ4100@gmail.com

April 24, 2025

Human Resources
Illinois Department of Revenue
200 S Wyman St
Rockford, IL 61101

Re: Application for Customer Service Specialist Trainee (Revenue Tax Specialist Trainee) - Job ID: 45932

Dear Hiring Manager,

I am writing to express my interest in the Customer Service Specialist Trainee position with the Illinois Department of Revenue. With extensive experience in customer service, financial transactions, and administrative support, I am confident in my ability to excel in this role while completing the 12-month training program to become a Revenue Tax Specialist I.

My professional background has equipped me with skills directly relevant to this position:

- **Financial Document Processing:** As a Personal Financial Representative at Washington Mutual, I processed consumer and residential loan applications in compliance with state regulations, verified documentation, and maintained detailed records for audit purposes.
- **Customer Service Excellence:** Throughout my career, I have consistently demonstrated exceptional customer service skills, including managing high-volume client interactions (60-80 daily) at Fox Lake Animal Hospital, providing clear explanations of complex policies and procedures, and maintaining a professional demeanor when handling sensitive information.
- **Detail-Oriented Approach:** My experience in loan processing, administrative support, and healthcare record-keeping has instilled a meticulous attention to detail that would be valuable when reviewing tax returns and ensuring accuracy.
- **System and Procedure Adaptability:** I have consistently demonstrated the ability to quickly learn and efficiently use specialized computer systems and databases across

multiple industries, adapting to new procedures and protocols with ease.

- **Regulatory Compliance:** My work with mortgage loans, real estate transactions, and healthcare administration has given me experience with various regulatory frameworks, developing my ability to understand and apply complex rules and guidelines.

I am particularly drawn to this trainee opportunity because it combines my customer service orientation with my interest in learning detailed regulatory systems. The structured training program would allow me to build upon my existing skills while developing specialized knowledge in tax laws and procedures that would benefit Illinois taxpayers.

I am confident that my strong administrative background, detail-oriented nature, and commitment to excellent customer service make me an ideal candidate for this position. I am excited about the opportunity to contribute to the important work of the Illinois Department of Revenue and would welcome the chance to discuss how my experience aligns with your needs.

Thank you for considering my application. I look forward to the possibility of joining your team.

Sincerely,

Dawn Zurick Beilfuss

Enclosure: Resume