

H.R. Johnson
7706 E Michigan Ave
Kalamazoo, MI 49048

July 17, 2024

Dear Hiring Manager,

I am eager to apply for the Call Center Rep role with Sature. With 10+ years of experience working inbound and outbound customer service channels such as phone calls, web chat, and emails for a variety of clients.

As a customer service representative for Mod Squad, I learned concierge-level techniques for handling even the most upset customers, and trained to provide live in-game customer service over voice chat. Writing reports at the end of every shift was mandatory, and I am accustomed to gathering and reporting all the data I can when handling inquiries.

While working at Internet Brands with Model Mayhem, I provided top-tier customer service, frequently problem-solving independently to ensure the best results for my clients. My experience at Breaktime Studios further honed my ability to multi-task and to adapt and innovate in fast-paced environments.

Thank you for considering my application. I would love to discuss how my experience would benefit the Sature team.

Best,

A handwritten signature in black ink, appearing to read 'Hannah Johnson', with a large, stylized initial 'H' and a long, sweeping underline.

Hannah Johnson
github.com/Find-Serendipity
linkedin.com/in/findserendipity