Dear Hiring Manager,

I have read in your job posting that you have positions available in your company. I believe that my qualifications do not fall short in the requirements that your company is looking for. I am writing to express my interest in and enthusiasm for any position that your company may see fit for me. I have been a technical support specialist for over three years now in one of the biggest BPO industry in the Philippines, Convergys. I have been engaged as well with a multitude of tasks that were assigned to me by my leaders and direct supervisors. I became one of the leads or subject matter experts in the account that our company outsourced. Below are some of our roles and responsibilities:

* Resolve agents concerns about the issue of their customers (may it be through doing floor support or answering agent’s inquiries through our conference chat room)
* Send necessary escalation tickets for issues that seem to be a dead-end for the agents to resolve.
* Take in calls from agents or customers that require higher level expertise.
* Request changes on our knowledge base tool if the information is already outdated.
* Conduct recursive trainings to the agents if updates on the scope of support are given by the client.
* Scrub agents’ payroll punches as per Supervisor/Team leader request.
* Audit agents’ call(s) to ensure that the all call handling procedures are calibrated.
* Run and extract survey data made by customers through our online database system.
* Analyze and Make necessary corrections for incorrect service calls or tickets created by agents and provide quality coaching or feedback.
* Calling customer back to follow up on their cases’ or tickets’ update.

I am committed to give 40 hours/week of my time to accomplish the tasks that will be given to me. If you agree that my qualifications are a close fit to your needs, I would be delighted to meet with you to discuss strategies for expanding your market presence.

I will be happy to answer any questions that you may have. In the meantime, you may reach me at 09953870542 or via email at [josh.parrilla24@gmail.com](mailto:josh.parrilla24@gmail.com). I look forward to our conversation.

Sincerely,

Joshua V. Parrilla