To whom it may concern,  
  
Thank you for the opportunity to apply for a position as a Home Service Engineer. As a technically minded individual with exceptional passion for Sky’s products, I believe in delivering the best customer service. I have the necessary experience and skills to succeed in this role based on my current journey within Sky so far.   
  
My passion for technology has helped me excel in my current role in the Broadband Centre of Excellence where I troubleshoot and resolve customer issues by understanding the customers’ needs and using my knowledge to save the churn impact, by facilitating customers to choose our fantastic products and services, and providing them with excellent customer service.  
  
Keeping up with the newest technology, and being eager to develop my skill set will be a relevant advantage to have within this role. This has been especially helpful while going through the Sky Academy, as I felt comfortable processing both theoretical as well as practical information we were taught during that period.   
I have always had a keen interest in how technology makes our lives easier and more enjoyable especially interconnecting devices and home automation. As such, I am confident I would thoroughly enjoy being trained and working as Home Service Engineer.  
  
I feel my experiences in the Broadband Centre of Excellence has set me up for this new and exciting challenge. As part of my current role I have a clear understanding of all products and services that Sky offers. It is my job to identify a customer’s needs, provide them with options to buy relevant products and overall create a great experience with Sky. I have the ambition and drive to take the next step in my career and take these skills out to customers as a Home Service Engineer.  
  
My understanding of Sky’s products and selling through service will give the customer the best all round experience by making every contact with them a positive one. I am a great believer in making things as simple as possible for customers, and always encourage them to ask questions if they don’t fully understand something. This continuously leads to great NPS feedback, with customers commenting on how helpful and easy to understand I was.  
  
While I truly enjoy working in the BBCoE as it allows me to share my passion for Sky’s ground breaking and market leading products with customers, I am positively thrilled thinking about the opportunity to further my career by directly interacting with the customer and return to a more active role.   
  
Thank you for your consideration.  
  
Yours sincerely,  
Max Zimmer