Your Full Name

City, State, Country | Phone Number | Email | LinkedIn

[Today’s Date]

Att: Hiring Manager’s Name

Human Resources Department

Company Name

123 Street Name

City, State, Zip Code

Dear [Hiring Manager’s Name],

*[Give a strong reason why you’re a suitable candidate here - such as experience in a similar role]*

I was delighted to come across your job posting for a Customer Service Representative on [website].

I have over five years’ experience in customer service, including a leadership position in a fast-paced call center environment.

*[Refer back to the job posting, and state some of the reasons why you meet their criteria here].*

During my previous role at ABC Company, I worked as part of a large team of more than 50 customer service agents. I was promoted to the position of Team Leader after six months thanks to my ability to effectively lead, manage, and motivate others. The most fulfilling part of my job was working with my team to come up with creative solutions to deliver quality customer service and repeatedly exceed our customers’ expectations.

*[State some of your accomplishments, achievements, or further training here]*

One of my most significant accomplishments at ABC Company was reducing customer churn by 6.5% and increasing lost lead conversion by 8%, resulting in almost $125,000 additional revenue for the business. I would be delighted to use the skills and knowledge I’ve acquired to do the same for [company name].

*[Give some insight into any personal traits or skills which make you a good fit for the role]*

I believe that more than just addressing customer complaints, taking a proactive approach and anticipating the needs of your clients is what it takes to deliver exceptional customer service in today’s competitive landscape. I embrace this philosophy myself and endeavor to inspire the same in those I work with.

*[Thank the hiring manager for their time]*

Thank you for taking the time to consider my application. I look forward to discussing this opportunity and how my qualifications and experience fulfill the requirements for the Customer Service Representative role at [company name].

Kind regards,

[Signature]

[Your Name]

Your Full Name

City, State, Country | Phone Number | Email Address | LinkedIn

# PROFESSIONAL SUMMARY

Meticulous and dedicated customer service associate with over 3 years of experience in dealing with customers and providing solutions to product-related queries. Eager to join [Company Name] to assist in creating unsurpassed customer care support and experience. Consistently rated 5 stars by 70% of customers.

# SKILLS

* Strong command over language and excellent communication skills
* Demonstrate excellent time management skills with a high-level ability to plan, organize, and execute tasks.
* Detail-oriented approach to project management.
* Proficient in MS Office (Word, Excel, PowerPoint, Outlook) and collaborative software like Trello and Slack.
* Solution-focused approach to resolving issues and addressing customer inquiries.

# EXPERIENCE

**Current Employer City, State**

###### Customer Service Associate Month 20XX - Present

* Tackled customer queries and problems via phone regarding dispatch status and delivery of products.
* Effectively resolved problems by providing logistical solutions for successful delivery of ordered products.
* Documented the actions and logistical solutions provided for customer problems in the company action database.
* The percentage of resolved complaints was 5% above the team average.
* **Key Achievement**: Rated 5 stars by 70% and 4 stars by 20% of customers in the company’s customer feedback program.

**Past Employer City, State**

###### Customer Service Representative Month 20XX – Month 20XX

* Provided online customer support for prospective buyers seeking more detailed information about products seen in the online product catalog.
* Demonstrated attention to detail by providing technical details and differentiating features between product variants.
* Contributed to increasing the company’s sales by 12% in subsequent quarters. Achieved above team average response time.
* **Key achievement**: “Awarded Customer Service Associate of the Month” three times in a row.

# EDUCATION

**ABC University City, State**

###### Bachelor of Communications / Minor in Business Management 20XX – 20XX

# CERTIFICATIONS

**CustomersFirst Academy**

* Customer Service Fundamentals Certificate 20XX



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