



**CHRIS PETER
ALOO**

Nairobi, Kenya

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Dear Hiring Manager:

I am writing to express my strong interest in the Customer Service Representative position at POA Internet Kenya. With my recent graduation from Zetech University and a degree in Computer and Information Sciences, along with my experience as a Team Lead and technical support, I believe I have the skills and strengths necessary to excel in this role

During my time as a Team Lead, I gained valuable experience in various service-oriented areas that are directly applicable to the Customer Service Representative position. In my role, I was responsible for overseeing a team of individuals and ensuring that all customer inquiries and complaints were resolved effectively and efficiently. This allowed me to develop exceptional skills in call center operations, complaint resolution, and technical support.

As a Team Lead, I became adept at handling customer inquiries and providing technical assistance. I was frequently entrusted to communicate complex technical information clearly and concisely to both customers and my team members. This experience has equipped me with exceptional problem-solving abilities, enabling me to troubleshoot customer issues effectively.

Furthermore, my strengths in communication, collaboration, and customer service will greatly benefit me in the Customer Service Representative role at POA Internet Kenya. I possess excellent verbal and written communication skills, allowing me to convey information clearly and professionally to customers. Additionally, my ability to collaborate effectively within a team environment enables me to work efficiently to deliver excellent service to customers.

Moreover, I understand that customer service is the pillar of success for any organization, and my experience has solidified my commitment to providing exceptional customer experiences. By utilizing strong communication skills and collaborating with colleagues, I am to ensure every customer interaction is positive and resolves their concerns efficiently.

I am confident that my skills and strengths will make a positive impact in POA Internet Kenya's Customer Service team, I am eager to contribute my technical expertise and demonstrate my commitment to excellent customer service.

Yours sincerely