

February 18, 2020

Dominion Energy

Re: Customer Account Specialist

I am excited to apply for the Customer Account Specialist position. I've been impressed with Dominion Energy's performance and I would love to go to work filled with passion to be excellent, to creatively problem solve and to innovate. I aim to shape the future of energy in America. I am looking forward to seeing work with fresh eyes, retooling everything you do, in every part of the company, to operate more sustainably and to deliver energy more reliably than ever. I am an interesting, independent thinker and doer who can help shape the culture of a forward-looking company that's proud of its rich legacy. I am a change agent, I think differently, and I want to fall in love with my job!

Below are your requirements and my qualifications:

Your Requirements:

Up to two years directly related experience required-
Contractors familiar with Faneuil Agency strongly preferred.
Previous customer service experience preferred.

- > Knowledge of mainframe and computer (pc) and internet applications.
Effective interpersonal communication skills with supervisors and peers.

Proficiency in keyboarding/data entry.
Ability to multi-task and process customer requests while speaking to the customer.

- > Good oral and written communication skills demonstrated by use of correct grammar and terminology.
Time management skills.

Attention to detail, documentation and follow-up.
Ability to process information quickly and accurately.
Ability to handle routine customer transactions.

- > Ability to work under time constraints.
Ability to understand and apply new concepts.
Ability to analyze information and evaluate results.
Ability to heal customer relationships by defusing angry and upset customers.

My Qualifications:

I have 12 years of excellent quality customer service spread between face to face interactions at CheckSmart, Capital One, Walgreens, and CVS. As a PC enthusiast I have built, repaired, and fixed computers via both hardware and software. I have taken many courses to improve my written and verbal communication skills including public speaking (Tidewater Community College) and Classroom Instruction for Marines (Marine Corps Institute).

I am proficient in 10-key and standard keyboard data entry with an exceptional accuracy rating. At Capital One I spoke with customers while reviewing bills and other documents to reconcile customer disputes using strong oral and written communication skills in a timely fashion.

As a United States Marine I honed my attention to detail and as a NonCommissioned Officer I attended to complete documentation and follow-up with my subordinates, peers, and supervisors. I timely applied my skills to analyze and adapt to changes in support of our USMC mission. While employed at Capital One in the hardship Department I received compliment calls weekly for empathetically bridging the gap between customers and business procedures during some of our customer's most trying times.

These are only a few of my accomplishments. I look forward to speaking with you in more detail about my experience.

Sincerely,
Frederick Articuno
mckiyoshi@gmail.com
804-704-0334