

11/05/2014

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To,
Brendan Callaghan,
Hume City Council,
Victoria.
Position: Customer Service Officer.
Position Number: 2CS071

Dear Sir,

As you pursue my resume you will see that I have a plethora of skills, experience and education to meet the key requirements.

- With extensive experience as “Customer Service Representative”, I hold excellent skills in listening to and assisting customers face to face and over the phone.
- With proficiency in written, verbal and non-verbal communication skills through education and work experience, I have the ability to effectively communicate with people from diverse culture, background and with different level of education.
- With my strong interpersonal, soft-spoken communication skills and healthy attitude, I'm able to attract the attention and pro-actively assist customers in every possible way.
- With active listening skills and flexible personality to adjust in dynamic situations adds to my ability to manage stress and perform my best in the pressure situations.
- Currently volunteering as an AMES tutor, I'm pursuing my passion to assist community and also improving skills and ability to build and maintain good relationships with diverse group of individuals.
- My passion and enthusiasm to assist the community and a personal contentment by making a difference to the human lives holds me perfect for this opportunity.
- With my current driving licence, my own car and full availability, I'm ready to start this role immediately.

So, with this brief introduction, I sincerely request you to have a look at my hand-written resume and give me an opportunity to meet you face to face and to actually demonstrate my eligibility.

Yours Sincerely,
Jyoti Jalwal.