

Mansi Patel

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Lisa Caddell,
Manager, DalCard Business Operations,
Dalhousie University,
Nova Scotia.

I am Mansi Patel, recently entering third year of Bachelor of Computer Science at Dalhousie University. I am really interested in applying for DalCard Customer Service Associate at your organization. I think my communication skills, organization skills, and customer service experience makes me an asset for this position.

I have been working in customer service field for one and a half year now. I have been working at Nespresso as a Coffee Specialist; my main work there is to listen to customers and suggest the coffee flavors and machines that fits best to their needs, and I also collaborate with a team of 15 people to meet the sales target every day; this helped me improve my customer service and communication skills. Moreover, I have good knowledge on cash handling procedures as I also worked as a cashier at a store. Apart from that, I gained multitasking and organization skills when I volunteered as a teaching assistant at high school where I had to handle multiple students at a time and help them by solving their doubts on any topic related to Math and Science. Being a computer science student, I am confident working with Microsoft Office software too.

I am excited to learn and gain new experience and confident that my cheerful attitude and skills can bring a positive experience to your organization. I look forward to hearing from you soon. I appreciate your time and effort.

Regards,

Mansi Patel