06/3/2024

Stellah Kilonzo  
EAZYMULLA

Dear Madam,

I’m writing to you regarding Eazymulla’s Customer Support opening. I’ve been working as a Technical support Specialist at BizMkononi for more than 1 year and have developed impeccable phone manners, and an ability to calm agitated or distressed customers. I’m accustomed to working on multiple projects simultaneously, and I can offer new ideas to help your company grow and surpass all goals and objectives.

My relevant experience includes the following highlights:

* Making and receiving calls a day to give technical assistance and sign new customers
* Implementing a new strategy that reduced customer cancellations
* Maintaining customer satisfaction rating

My experience at BizMkononi has helped me improve my leadership skills, gain organizational skills, and develop extensive knowledge of how to upsell services and goods to potential clients

I’m looking forward to discussing my qualifications with you in more detail soon. I feel confident that I fulfill the requirements for your open Customer Support position. Thank you for your time and consideration.

Sincerely,

Tilen Otieno