





# SOHAIB SIAL

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September 18, 2023

Brampton Library  
65 Queen Street East,  
Brampton, ON L6W 2A8  
Subject: Customer Service Agent #62-2023

Dear Hiring committee,

It is with great enthusiasm that I am applying for the Customer Service Agent position with Brampton Library. With over three years of experience providing exceptional customer service in a variety of settings; along with my commitment to adhering to all policies and procedures, I am confident I would be a great asset to your Brampton Library team. Given the opportunity, I would prove to be a fast learner, a dedicated worker, and the proudest employee.

As a recent graduate of the Humanities program, I possess excellent communication, numeracy, and typing skills, ensuring accurate and efficient circulation processes. My most recent experience includes working as a Personal Banker, where I was responsible for providing my clients with comprehensive financial advice and recommending suitable products. Prior to that, I gained extensive customer care experience in the retail sector. Here I was able to master professionalism such that by treating my customers with respect, I was able to handle their complaints and inquire with tact. I will be committed to going above and beyond to assist the patrons of the Brampton Library with their inquiries. I am prepared to work mornings, afternoons, evenings, and weekends, as well as being available at all eight branch locations. I will also be glad to provide a satisfactory Criminal Record and Judicial Matters Check (Level 2), upon hire.

To demonstrate my commitment to this position, I recently took a Course in Advanced Library Science to further enhance my understanding of library systems and practices. Furthermore, I possess the following skills which are directly relevant to the position:

- Provide exemplary service to patrons such as addressing inquiries, assisting them in searching for titles and using self-check machines and computer stations.
- Skilfully handle compliments and concerns to ensure utmost satisfaction.
- Assist patrons with photocopying, scanning, while vigilantly monitoring equipment functionality.
- Knowledge of library classification systems, such as Dewey Decimal Classification, Library of Congress Classification, etc. to organize and shelve materials correctly.
- Empty book drops, process check-in/out and holds, check shelves to ensure all library materials are properly sequenced, perform circulation functions as required, ensuring accessibility and aesthetics.
- Proficiency in Microsoft Office suite (Word, Excel, Access) and other data management applications.
- Strong teamwork and collaboration skills to work effectively with library staff and volunteers.
- Perform all tasks assigned efficiently, accurately and on-time.

Thank you for considering my application. I look forward to the opportunity to discuss how my qualifications align with the needs of the Brampton Library. As a proud bookworm who finds libraries to be his safe space, I would be honoured to contribute to the team. Please find my resume attached for your review.

Regards,  
Sohaib Sial