Clara Scofield

Sales Manager

2075 Elliott Street

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4/8/20

Oscar Harris

General Manager

Canton & Litman

907 Better Street

Kansas City, MO 66101

Dear Mr. Harris,

I am excited to be applying for the Customer Experience Manager position at Topdown Consulting. I have more than 10 years of experience in customer service and I firmly believe that my skills and passion for this field would be a valuable addition to your team.

I have a proven track record of success in customer service roles, most recently as the Manager of Customer Service at ABC Company. In this role, I was responsible for overseeing all aspects of the customer service department, including hiring and training new staff, developing and implementing policies and procedures, and managing customer relationships. I also spearheaded a project to improve the customer experience by developing a new customer service training program.

I am a strategic thinker with a focus on results. I have a knack for identifying and resolving problems quickly, and I’m always looking for ways to improve the customer experience. I am also a strong leader with a commitment to developing and empowering my team. I am confident that I have the skills and experience to be a successful Customer Experience Manager at Topdown Consulting.

Best regards,

Clara Scofield

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