Clara Scofield

Sales Manager

2075 Elliott Street

Kansas City, MO 64101

816-401-1892

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4/8/20

Oscar Harris

General Manager

Canton & Litman

907 Better Street

Kansas City, MO 66101

Dear Mr. Harris,

With the enclosed resume, I would like to express my sincere interest in the Customer Service Manager position you have available. As an accomplished professional with experience maximizing customer satisfaction through customer service initiatives and dynamic team leadership, I possess a breadth of knowledge and talents that will allow me to contribute toward your success through this role.

My expertise lies in successfully maintaining superior customer relationships and providing outstanding service and support to meet, and surpass, expectations and requirements. Throughout my career, I have managed customer communications and initiatives to realize improved customer service, satisfaction, and retention. Additionally, my established success in effectively interacting with and leading teams positions me to make a significant contribution in this position.

The following achievements demonstrate my qualification for this position:

Leading customer service team to win a national award for Best Customer Service for four consecutive years.

Leveraging excellent communication and relationship building skills—as well as an inherent ability to excel under pressure’to provide an unparalleled level of customer service and satisfaction.

Successfully ensuring top-flight customer service and satisfaction while driving staff training and development and team motivation.

Demonstrating excellent problem-solving, analytical, and interpersonal skills.

My proven dedication to optimizing customer care and leading top-performing teams will contribute immensely to the success of Sanlane Solutions in this role. Thank you for your consideration; I look forward to speaking with you soon.

Sincerely,

Your name

clarazscofield@gmail.com