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February 2018  
Carbontrack Melbourne  
Re: Carbontrack Customer Experience Consultant Position

Dear X To whom it may concern:   
I am writing to enquire about the opening for a Customer Experience Consultant at Carbontrack. I am confident I will be a competitive and passionate candidate for this role. I have designed and facilitated training sessions to a wide range of audiences on topics ranging from social media to incident management, Excel or JIRA. ~~I am proficient in explaining technical subjects in layman’s terms~~. My experience in working in an agile environment where I resolved customer queries ranging from system access to using available data render me especially suited to your position.

I am well versed analyzing data and presenting to customers where I tailor the delivery of information to the individual. I actively seek to identify improvement opportunities which have a customer experience and or operational benefit. My excellent verbal and written communication skills will allow me to resolve consumer queries in an individualized and efficient manner, as well as work in a team based environment effectively.

I look forward to the opportunity to discuss my application further with you.