

# CUSTOMER SERVICE COVER LETTER EXAMPLE

(212) 256-1414 | aparna.khatri@gmail.com | 1938 W Augusta Blvd, Chicago, IL 60622

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[Today's Date]

[Hiring Manager's Name]

[Company Name]

[Company Address]

[Phone Number]

[Email Address]

Dear [Mr./Ms./Mx.] [Hiring Manager's Last Name],

I'm writing to you regarding [Company Name]'s Customer Service Representative opening. I've been working as a Customer Care Specialist at Satellite TV Co. for more than 2 years 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 90+ calls a day to give technical assistance and sign new customers
- Implementing a new strategy that reduced customer cancellations by 5% and contributed to a 10% annual revenue increase
- Maintaining an 85% customer satisfaction rating (15% higher than the company average)

My experience at Satellite TV Co. 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 also worked at Scottrade as a Customer Service Intern, providing technical support to 10+ clients daily. Additionally, I earned praise from my managers by memorizing the company's full list of products and prices.

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 Service Representative position. You can contact me at 212-256-1414 or at aparna.khatri@gmail.com. Thank you for your time and consideration.

Sincerely,

**Aparna Khatri**

# Cover Letter How To Customer Service

**Lingjun Ying**



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