

Cover Letter Example:

Your Full Name
Address
City, State, Zip Code
Phone Number
Email Address

Date

Company Contact Name
Title
Company
Address
City, State, Zip Code

Dear Ms. West:

I was excited to learn XYZ Company has an opening for a Customer Service Representative. Your ad on EEjobs.com is an ideal fit for me. I hope that after reviewing my resume, you will see that I am a qualified candidate and we can schedule an interview.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call or email to arrange an interview. Thank you for your time. I look forward to hearing from you.

Sincerely,

Sue Ling