**CUSTOMER SERVICE COVER LETTER**

Tim Alvino

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August 09, 20XX

Luca Lindal

Kajol Global

3341 Star Route

Alameda, CA 94601

Dear Luca,

I've wanted to work for Kajol Global for years, so I was very excited to see your customer service job opening. I'm sure I can help with Kajol’s quest to increase customer retention. In my previous role at One Point Electronics, I maintained customer retention rates 38% above the company average with 150 reps.

My 99% positive customer survey results is another reason I think I'd make a great fit at Kajol. As a bonus, my conversion rate for cross-sells and upsells was 10% better than the average.

I'm aware of Kajol’s ongoing journey into customer service excellence. This position is a perfect match for my love of helping people and solving problems.

I would welcome the chance to discuss your customer service goals. I'd love to show you how my success at One Point Electronics can translate to real customer service excellence at Kajol.

Best regards,

Tim Alvino