**CUSTOMER SERVICE COVER LETTER**

Dear Ms. Baumgartner,

I write in response to your ad seeking a Customer Service Representative at Abbott Insurance. As a highly competent Customer Service Representative, I would bring a dedicated, reliable, and driven attitude to this role.

In my current position, I maintain an exceedingly functional work environment while delivering exceptional customer service for Hikers Insurance. I have a knack for problem solving and work well independently and with little oversight. I respond to requests from colleagues and clients in a timely manner and am adept at prioritizing multiple ongoing projects.

Additionally, I am adept at:

* Consulting with customers to evaluate their needs, determine best services, and suggest additional services that may be of interest.
* Exceeding quotas for calls taken, upgrades processed, and applications completed.
* Maintaining up to date knowledge of services, procedures, and regulations to ensure accurate and effective service.
* Cross-training to assist other departments or in other roles as needed.

I am a self-starter and excel at handling customer inquiries, policy changes, and resolving conflicts quickly. I am also deeply familiar with several proprietary computer software systems and adapt quickly to new programs. As a part of the team at Abbott Insurance, I hope to bring first-rate customer service to your clients and support your business goals.

My resume and references are attached. Please feel free to call me at your earliest convenience so we can discuss the position and your needs in detail.

Thank you for your time and consideration.

Sincerely,

Lily Wright