**CUSTOMER SERVICE COVER LETTER**

April 30,20XX

Dear MS/Mr. The hiring manager’s name (replace with the name)

I am writing to express my interest in the position of Customer Service Representative at your organization. For more than two years, I’ve worked as a Customer Care Specialist at Oracle, and throughout that time, I’ve gained great phone etiquette and the capacity to deal nicely with angry clients. I’m used to working on numerous projects at once and can contribute fresh ideas to help your firm expand and achieve all its goals and objectives.

Making 60 cold calls every day to businesses and private individuals to seek sales for goods and services was one of my previous company’s responsibilities. During my time there, I implemented a new sales strategy that resulted in a 90% reduction in training costs and a 10% increase in close ratio in just three months.

My time at Oracle has improved my leadership abilities, sharpened my organizational skills, and given me a comprehensive understanding of how to upsell services and items to potential clients. I also worked as a Customer Service Intern at Deloitte, where I honed my customer service skills while providing technical help to clients on a variety of corporate products. I was able to fix 90% of concerns and learn a whole array of company products and services, including prices and special discounts while working there.

I would like to discuss the role and my qualifications in greater depth over a Zoom call at a time convenient to you. I am convinced that I meet the qualifications for the position of Customer Service Representative at **[Target Company]**. Thank you for taking the time to read this.

Thank you for your consideration,

John Depp, Customer Sales Representative

1234 Main Street

Downtown, 243423

(123) 456-7890