**CUSTOMER SERVICE COVER LETTER**

April 20, 20XX

Dear Mr. Allen,

I recently learned about the Customer Engagement Representative job opening at ABC Company and would like to formally submit my resume. I have several skills and qualities that would be beneficial to your company and enable me to succeed in the role.

Some of my past accomplishments include:

* Implementing automated communication channels that cut down caller wait time by an average of six minutes.
* Effectively delegating tasks and responsibilities in order of importance to maximize efficiency and customer satisfaction.
* Practicing social listening and data analysis to fine-tune communications and better connect with customers while also anticipating their questions and concerns.

No business can stay afloat, much less thrive, if it doesn’t strive to support customers and build relationships with them. My experience as a customer service professional has not only taught me these lessons but also how to exceed customer and company expectations. I approach every task with a customer-first mindset and a positive attitude, which helps keep customers calm as we tackle their issues together and find the best solution.

I believe my experience and commitment to excellence make me an ideal candidate for the Customer Engagement Representative position. If you agree, please reach out and schedule an interview with me. Thank you, and I look forward to meeting and speaking with you.

Sincerely,

Jenny Heath