

Customer Service Cover Letter

[Your name]

[Your address]

(123) 456-7890

[Your email address]

[Hiring Manager's name or company name]

[Company Address]

Dear [Hiring Manager or company name]

I saw your job posting on [platform] and immediately had to apply. Just like [company name], I too, share the mission to build lasting relationships with customers by delivering personalized and proactive customer service. In my experience in the service industry, I've always aimed to be resourceful and efficient by creating seamless experiences for my customers. I'm known as a results-driven, empathetic character who respects customers' time, striving to deliver thorough solutions through every interaction. I aspire to become a leader in customer service, and I see my position as a [position you're applying for] at [company you're applying for] as a cornerstone in my career path.

I've worked for [x] years in customer service, and I always go above and beyond my job's requirements. As a [previous position] at [previous employer], I helped design a new sales strategy to seamlessly upsell customers and consistently deliver value. In [x amount of time], our company saw a [x] increase in customer satisfaction after this strategy was implemented. I was responsible for leading service agent training and gained a reputation for being a positive and empathetic team-player. As a training specialist, I taught agents how to be careful and patient listeners. I also ensured they had extensive knowledge of our product and services, paired with a solid set of clerical skills across a range of platforms, including Microsoft Excel.

I'd really appreciate the opportunity to demonstrate my skills in customer service at [company name]. I look forward to discussing my qualifications with you, and would like to thank you for your time. Please feel free to contact me if you need any additional information.

Best wishes

[Your name]