

[Today’s Date]

[341 Company Address]  
[Company City, State xxxxx]  
[(xxx) xxx-xxxx]  
[hiring.manager@gmail.com]

Dear [Mr./Mrs./Ms.] [Hiring Manager’s Name],

I would like to introduce myself as a candidate for the Customer Advocate position at \*\*\*. As a highly experienced and passionate professional, I believe I can exceed your expectations and bring my skills, like customer service orientation, effective communication, and knowledge of organization products, diplomacy, and conflict resolution strategies to your firm to create a positive impact on the company's image.

During my tenure at \*\*\*, I proved to be a resourceful employee. I have worked in handling and managing 30-40 customer accounts in a day efficiently.

I take this opportunity to highlight some of my core skills:

* Have been courteous and pleasant to customers, especially while answering several inbound query calls.
* Created plan analysis and recommended plan migrations and changes.
* Have been an active listener and a positive negotiator who ensures a positive resolution for both customer and company.
* Provided the necessary floor support for my peers.
* Made recommendations based on the consumers' needs, keeping in mind the company's growth goals.
* Well-versed in the latest technology and applications that are necessary.
* Scheduled appointments for the company's sales staff with potential and existing customers.
* Documented and maintained all customer information, ranging from down payments to service calls in the database.
* Tech-savvy especially when it comes to database management.

With my educational background and acquired skill set in the field of customer service, I am confident to provide the best of my services to your firm and contribute significantly to its growth. I look forward to hearing more about the Customer Advocate role.

Thank you for your consideration.

Sincerely,

[Your name]

**Robert Smith**

**Customer Advocate**