**Robert Smith**

**Inbound Customer Service Representative**

**1737 Marshville Road, Alabama, (123)-456-7899, info@qwikresume.com www.qwikresume.com**

[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 am delighted to present my candidature for the vacant position of Inbound Customer Service Representative at \*\*\*\*. With more than 10 years of hands-on experience in managing the customer service department in various disciplines at \*\*\*, \*\*\* and \*\*\*, I am well-versed in dealing with customers and can solve their complex issues proficiently. I believe that my expertise in facing customers, along with my strong multitasking skills would contribute to the success of \*\*\*\*’s mission. My background lies in maintaining and providing exemplary customer service to meet, and surpass expectations and requirements. While working in \*\*\*, I was responsible for managing all customer communication, improving customer satisfaction and retention, and initiating programs to improve customer support. A summary of my qualifications and accomplishments to date include –

* Spearheaded \*\*\*’s customer service operations, by answering inbound calls, ( can efficiently handle more than 100 calls per day) while ensuring the customer problems and queries are solved without any scope for escalation
* Well-demonstrated organizational and problem-solving skills, with the ability to fix customer-related issues within two to three hours
* Developed and executed core policies and strategies that support the customer service department, leading to a productivity boost, and reduced wait time for customers
* Forging a solid and healthy relationship with customers, and key accounts, without compromising on the company’s goals and objectives
* Earning a reputation for swiftly diagnosing and resolving (product/service name) issues while working at \*\*\*\*
* Balancing multiple tasks with the spirit to work in a challenging and fast-paced environment like (old Company name)
* A developed new sales strategy that resulted in 87% training cost reduction and a 5% increase in close ratio in just one month

Working for a firm (hiring company name) is an honor to me, and I am eager to contribute my share of service to it. The attached resume will provide you with specifics of my career including my experience and accomplishments. I am looking forward to further discussing the job responsibilities with you. Thank you for your time and consideration.

Sincerely,

[Your Name]