

**Robert Smith**

**Insurance Customer Service Representative**

[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 writing this job application to elaborate on my skills and to be considered as the most appropriate candidate for the role of your Insurance Customer Service Representative. I have more than two years of experience as an Insurance Customer Service Representative at ABC Insurance Ltd.

My responsibilities include offering assistance to sales agents and direct customers with the policies information, and helping them with policy changes. Please review the below set of responsibilities I tend to perform in the current role:

* Respond to calls and emails and address the insurance-related queries.
* Maintain a customer database and update it with accurate client details.
* Explain about the insurance products available with the company along with providing relevant details.
* Understand the customer requirements and suggest suitable policy options.
* Note the important points from the conversation held with the clients.
* Transferring the escalated client issues to the senior officials.
* Carry out administrative duties as instructed by the manager.

I have outstanding problem-solving, conflict resolution to resolve customer disputes, and an excellent ability to handle situations with minimum supervision. With great communication skills, I have the ability to maximize customer satisfaction.

Thank you for your time and consideration. I am attaching my resume to leverage advanced information on my educational qualifications and occupational achievements. I look forward to understanding your needs and my strengths to fulfill the job role.

Best Regards,

[Your Name]