

**Robert Smith**

**Technical Coordinator**

[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],

As a great admirer of \*\*\*’s work, I felt compelled to write this letter, and submit my enclosed resume for your perusal as soon as I came across your “Technical Coordinator” job vacancy on your career page. With a stellar background in providing customer support and overseeing several escalated issues at \*\*\*, I am now well-prepared to handle all nuances of the job. And, I am sure my meticulous approach to work, along with my ability to speak professionally will help me deliver high-quality customer service at your place. I see that the core objective of \*\*\* includes adapting and solving the customer’s technical issues that arise from fast-paced assignments on demanding schedules. While I was working at \*\*\*\*, I handled a group of 10 members and supervisors. I also have adequate knowledge of logistics and record management. Within one year of my joining, I was able to decrease the customer wait time by 50% and ensured all customers’ queries are clarified quickly. A quick look into my qualifications includes –

* Engaged customers genuinely and maintained a great relationship with the company’s pricing policies and available products.
* Successfully answered the customer’s queries regarding the store and merchandise, and maintained knowledge of current sales and promotions, payment, and exchange policies.
* Demonstrable knowledge of using all types of merchandise, and the ability to place the right orders as per the needs of the customer.
* Achieved and surpassed key performance indicators in all areas of customer service.
* Awarded best employee of the year for three years from \*\*\* to \*\*\* for my exemplary communication skills.
* Handled a high-profile key account case with \*\*\* and helped the company earn a $200M project successfully.

I am convinced that a company like \*\*\*needs strong backup customer support, and this experience is something you are expecting from your next Technical coordinator. And you can find that in me. While your team can concrete on increasing sales and making a profit, allow me to take care of your customers and technical issues. I would be delighted to schedule a time for us so that we can discuss my candidacy in further detail. In the meanwhile, Thank you for your time and consideration.

Sincerely,

[Your Name]