

Greg Smith

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Akron, OH 65432

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Janice Wilson
Hiring Manager
Unity Insurance Inc.
(987) 654-3210
jwilson@unityinsuranceinc.com

Dear Ms. Wilson,

At Apex Call Center, I handled over 50 calls per day, giving friendly, efficient, and beneficial service to ensure customer retention. I believe it is a combination of my phone etiquette and my ability to quickly learn product information and answer customer questions that led to my success.

With over seven years of call center experience, I am excited to bring my skills and abilities to Unity Insurance. Your company's solid reputation for excellence fits well with my work ethic.

Some of my previous achievements include:

- Success working in a high-volume call center while resolving customer issues and collaborating effectively with both peers and management
- Earning 100% marks in customer service categories, including listening skills, problem resolution, and communication
- Ability to enter thorough comments and notations in customer files, reducing the need for customers to repeat information on follow-up calls

I look forward to speaking with you in person about my interest in your company, and I am available to meet at your convenience.

Sincerely,

Greg Smith

P.S. I'd love to tell you about how I received the lowest customer turnover ratio in my company in 2020.