

# Emily Corbett

Call Center Representative  
123 First Road,  
Olympia, WA 45678  
e.corbett@myemail.com  
(765) 432-1098

March 11, 2021

## Donte Webster

Senior Hiring Manager  
Hanson Motors  
(432) 109-8765  
d.webster@youreemail.com

Dear Mr. Webster,

Last year, I successfully upsold more supplementary services than any other call center representative in my company, single-handedly generating more than \$30K in added revenue. I believe that my engaging communication style and thorough knowledge of services and products made this achievement possible. I hope to deliver similar profits in a telephone support role at Hanson Motors.

As a driven self-starter, Hanson Motors' ethos of providing outstanding customer service and its position at the forefront of the automobile technology industry appeals to me. The following achievements demonstrate that I have the interpersonal skills and strong work ethic to impact your company positively:

- Successfully resolved 98% of customer queries significantly quicker than the company average
- Received 100% customer satisfaction ratings for my telephone assistance in 2019 and 2020
- Swiftly and professionally handled all customer complaints and secured continuing custom in 90% of cases

I would like to schedule an interview to discuss how my extensive industry knowledge and well-developed problem-solving skills can help Hanson Motors continue to provide incredible service to its clients in 2021. Please get in contact to set up a convenient appointment.

Sincerely,

*(Insert Signature Here)*

## Emily Corbett

P.S. I would love to explain why I was singled out as Representative of the Month in February 2021.