

GREG SMITH

Call Center Representative
123 Main St.,
Akron, OH 65432
gsmith@youremail.com
(123) 456-7890

March 1, 2021

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,

(Insert Signature Here)

GREG SMITH

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