

Joseph Corbin

Call Center Representative
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MATTHEW JOHNSON

Hiring Manager
Chase
(987) 654-3210
matthewjohnson@chase.com

Dear Mr. Johnson:

During my time with TD Bank, I developed new scripts in collaboration with the call center manager and provided advanced training to enhance the performance of customer service representatives. My efforts helped reduce average call times by 30%. I can deliver the same value to your team in the senior call center representative role.

Chase's need for a customer-focused leader strongly aligns with my background in the banking industry. Throughout my career, I've consistently identified new ways to drive customer satisfaction and enhance call center efficiency. My leadership capabilities and commitment to customer success will allow me to excel in this position. Some of my previous achievements include:

- Developed new scripts in collaboration with the call center manager and provided training to customer service representatives on best practices, reducing average call times from three minutes to two minutes and 30 seconds
- Provided support to customer service representatives for escalated issues and maintained a customer satisfaction rating of 91% to 93% year over year
- Delivered education to customers on banking products and financial services

I look forward to telling you more about how my proven track record in customer success can help further enhance the performance of your call center team. Feel free to contact me via phone or email at your convenience. Thank you for your time and consideration.

Best regards,

(Insert Signature Here)

JOSEPH CORBIN