

Herman James

Secretary 345 First Avenue, Casper, WY 30048 h.james@myemail.com (405) 390-0038

May 18, 2021

Sonya Manning

Senior Hiring Manager
All Trees
(485) 285-2009
s.manning@youreemail.com

Dear Ms. Manning,

Receiving a client service score of 99.8% was my crowning achievement of 2020. Respondents mentioned my warm, professional communication style and outstanding telephone etiquette on their feedback forms. I am excited to help All Trees continue to provide incredible customer experiences in 2021.

As an energetic secretary with more than two years of experience, the chance to work for a fast-growing, customer-oriented company like All Trees is compelling to me. I believe that my accuracy and attention to detail can make me an indispensable member of your administrative team. My recent achievements include:

- Performing data entry tasks with 100% accuracy throughout my employment while exceeding 65% of set timescales
- Consistently ranking in the top 2% of my department for productivity and efficiency
- Spearheading an overhaul of the office communication systems to improve data availability by 76% in 2020

Please contact me to schedule an interview to discuss how my experience and impressive skill set can benefit your company. I look forward to exploring how my attentive customer service and problem-solving abilities can further your reputation for client care.

Sincerely,

(Insert Signature Here)

Herman James

P.S. I would love to tell you how I designed a new scheduling process that reduced appointment wastage for senior managers by 98% last year.