

January 1, 2022

Meiling Li

Senior Hiring Manager
TD Bank
(987) 654-3210
meilingli@TDbank.com

Dear Ms. Li,

As a supervisor with eight years of experience within the banking industry, I have a strong career history of improving the delivery of customer service. During my time with Wells Fargo, I refined training protocols and customer service guidelines to reduce wait times by 15% for a high-volume call center. I'm confident I can create value for your organization in the customer service supervisor position.

TD Bank's reputation for putting customers first draws me to apply for this position. As a customer service supervisor, I pride myself on my ability to enhance the client experience by refining internal processes. I believe that I would be an asset to your team based on my past accomplishments:

- Identified opportunities to enhance the customer experience by refining scripts, delivering training on communication best practices and service standards, and creating an accessible knowledge base to expedite escalations, resulting in a 15% reduction in call wait times
- Improved customer satisfaction metrics for the call center from 89.7% to 93.6% by evaluating feedback from customer surveys and integrating new service protocols
- Managed a team of 30+ customer service representatives, conducted annual performance reviews, and established a work culture of accountability and inclusion

I would like to schedule an interview to provide more insights into how my background as a supervisor can benefit your customer service department. Feel free to contact me via phone or email for any additional questions you may have regarding my experience. Thank you for your time and consideration.

Sincerely,

(Insert Signature Here)

Aliya Jackson