

Alan Brand

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Ms. Clair Topper
Hiring Manager
ProFIT Developments, LLC
132 Green Avenue
New York, NY 10147

Dear Ms. Topper,

I am writing to apply for the Customer Service Manager opening #KR94024G953 found at jobsearch.com. I am highly interested in this particular position and I believe that my 14+ years of experience along with gained knowledge will become an asset for ProFIT Developments, LLC.

My background includes working as a customer service manager for over 5 years and customer service representative for 9+ years. Most recently, I was a part of Tresna Corporation, one of the most reputable companies within a home appliance market, where I was responsible for expanding customer database by 41% in just 6 months. I was also credited for implementing process improvement tools that helped the company track the quality of customer support provided. At the end of 2015 the company has awarded me with the Best Employee of the Year 2015 Award for the significant contribution to the development of the organization.

Previously, I worked in a high-volume customer support center for the Internet service provider. For 6 years of my employment there, I have successfully resolved customer complaints, while utilizing CRM database applications and handling an average of 78-95 calls per day. After three years of my tenure there, I was promoted to the customer service manager assistant where my job was supervising other support agents, ensuring top-notch customer experience. In addition to this experience, I obtained professional customer service skills during 3 month training program titled "Customer Relationship Management".

I am confident that I am capable of bringing all necessary skills and passion you are seeking. Please don't hesitate to call me at (845) 555-5555 if you have any questions. Thank you for your time.

Sincerely,

Alan Brand