



SHANE E. GOULD

21045, Catonsville, MD, 555-555-5555, example@example.com

Nov. 4, 2022

Christopher Shepard, Recruitment Manager
Service Elite
3290 Harry Place
Gastonia, NC 28052

Dear Mr. Shepard,

I was excited to read your posting for a customer service representative on JobsNow. I am confident I can offer the skills and experience you require and would make a valuable addition to your company.

As outlined in my resume, I offer over five years of progressive experience in the Customer Service field. My professional history includes positions such as customer service associate at Blue Service, as well as customer service representative at Prime Ventures. There, I excelled in using social media, chats, email and phone calls to address customer needs and receive service feedback that led to 30% increase in customer service satisfaction. My experience in these roles led me to develop the skills required to succeed at Service Elite.

I have attached my resume for your review and I look forward to speaking with you further regarding your available position. I hope to contribute to the continued success of Service Elite.

Sincerely,
Shane E. Gould

Sample Customer Service Cover Letter

Lingjun Ying



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