

To whom this may concern,

I'm writing to you regarding your company's Customer Service Representative/VA opening. I've been working as a Customer Service Representative for 4 years at Probegroup Phils and almost 2 years at Teleperformance Phils (Aegis) for an Australian Logistics Campaign and have developed impeccable phone manners, and an ability to deal with agitated or distressed customers.

My relevant experience includes the following highlights:

- Learned and developed problem solving, patience, attentiveness, emotional intelligence, clear communication skills, resourcefulness, ability to use positive language, time management skills, capacity to read customers, empathy, goal-oriented focus and willingness to learn.
- Promoted as an Assistant Team Leader then to a Team Leader.
- Developed close relationships with assigned accounts and resolved customer service-related issues for complete customer satisfaction.
- Guide and assist customer service associates in providing proper policy and procedure within company guidelines.
- Trained and managed 16-23 associates in customer service, achieved significant improvements in their productivity and delivering consistently good customer service.
- Maintaining an average 90-95% customer satisfaction rating.

My experience at Probegroup Phils. has helped me improve my leadership skills, allowed me to gain organizational skills, and provided me with extensive knowledge of providing support to both prospective and goods to potential clients.

I'm looking forward to discussing my qualifications with you in more detail soon. I feel confident that I fulfill the requirements for your open Customer Service Representative position.

Thank you for your time and consideration.

Sincerely,

Philline Adelaide Jadloc