

111 Westview Road
Lexington, Kentucky 40504

Maggie Manager, Human Resources
Telemarketing Corporation
12123 West Center Road
Louisville, Kentucky 68134

February 1, 2016

Dear Maggie Manager:

I am applying for the position of Customer Service Manager, as advertised in the January 26th issue of the Lexington Herald Leader.

With over five years of experience in customer service and a strong educational background in human resources management, I believe I could make a significant contribution in helping Telemarketing Corporation achieve its customer service goals and objectives. As an example of my most recent accomplishments, I designed and implemented an incentive program that significantly increased productivity among customer service employees. This in turn significantly raised the level of customer satisfaction with the service provided. Because employee productivity and customer satisfaction are key components of a successful customer service operation, I believe that my expertise in these areas would be of particular value in meeting the challenges of this position.

The enclosed résumé summarizes the full range of my skills and qualifications. I would appreciate the opportunity for a personal interview to discuss this position and my qualifications in more detail. I look forward to hearing from you at your earliest convenience. You may reach me at (859) 111-1441.

Thank you for your consideration.

Sincerely,

Ima Sample
/enclosure