**Mr.Paul Cain**

**HR Manager**

**Branch Internationale**

**(656) 6537 75 7357**

**Woodvale Street**

**23-Nov-2020**

**Dear Mr. Cain,**

I heard about your recent opening for a customer service supervisor in your organization from internal sources, and I am writing to apply for the position. I have been working as a front office representative at ZainKe limited for more than 4 years now, and I have developed impeccable phone etiquette, excellent interpersonal and problem-solving skills. I am well accustomed to multi-tasking various projects, leading a team(s), and can offer new strategies to help your company grow and gain a competitive edge within the industry.

My current roles include answering all incoming calls and redirecting them to various offices within the company or recording messages where applicable, answering client’s questions regarding our services and products, addressing any complaints, supervising office tidiness and orderliness, keeping updated records and files, sorting and forwarding emails, monitoring office supplies and place orders as assigned. In my tenure, I have implemented a new customer service strategy that allows my current employer to sort out customer complaints in a speedy fair manner automatically. This has increased customer retention by 18% within 8 months.

My experience at ZainKe Limited has enabled me to improve my leadership skills and has allowed me to gain new organizational skills. Working in a challenging and reputable organization like Branch Internationale has always been my dream; therefore, I will do my best to benefit your company if given the opportunity.

I feel confident that I am an ideal candidate since my qualifications closely match your job description. I look forward to an in-person interview with you to discuss my qualifications in detail. Thank you for your consideration.

**Best Regards,**

**Abdul Ahmed.**

**Abdul34@gmail.com**