

[Your Name]

[City, Country] | [Phone] | [Email] | [LinkedIn]

[Date]

[Hiring Manager Name]

[Job Title]

[Company]

[City]

Re: Customer Service application: [Your Name]

Dear [Hiring Manager],

A customer once contacted [Company] after [problem] and was ready to cancel. I listened, fixed [issue] in one call, and followed up the next day. They stayed, and later referred [X] friends.

That approach shows in my numbers: [X] contacts per day, [X]% customer satisfaction, [X]% first-contact resolution, and handle time down [X]% over [period]. I also trained [X] new agents on [system].

I use [Zendesk / Freshdesk / CRM], handle calls, chat, and WhatsApp, and serve customers in Arabic and English. I am flexible on shifts, including weekends and Ramadan hours.

I can start on [date] and would be glad to talk.

Thank you,

[Your Name]