JOYCE JAMES MALUSA

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25th August 2024

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To

Human Resource,

DARES SALAAM-TANZANIA.

Dear Sir/Madam

RE: CUSTOMER SERVICE REPRESENTATIVE VACANCY

Please consider the title above.

I am a degree holder in Archaeology and History relations and I am writing to express my interest in call center agent vacant. I am highly motivated and I have been working as customer care representative for a while and throughout the course of my career I have developed impeccable manners, self control and patience to deal with agitated and distressed customers. I am also accustomed to working on multiple projects simultaneously and in addition I can offer new ideas.

I am currently working as a customer care representative at inDrive and I have been responsible for attending customers, addressing their inquiries through phone calls, chat, online and occasionally by emails. My experience at inDrive has helped me to improve my technical skills, my ability in attending customers, addressing their inquiries and maintain customers’ satisfaction in high percent.

I feel confident that I fulfill the requirements for your open customer service representative because I am very flexible, capable of managing time and doing my job efficiently. I hope through your organization I will gain more experience that could help me to grow my career and bring positive impact to your organization.

I am looking forward to discussing my qualifications with you for more details.

Your Sincerely

Joyce Malusa