LILIAN MELICHO KALINGA,

DAR ES SALAAM,

lilian.melicho@gmail.com,

+255626180665,

27/08/2024.

Dear Hiring Manager,

I am writing to express my strong interest in the call center agent position at your company. With my extensive experience in customer service and my passion for delivering exceptional customer experiences, I am confident in my ability to contribute to your team and make a positive impact on your team.

In my previous role as a vodacom customer care executive at Ison xperience Company, I gained valuable experience in handling customer inquiries, resolving complaints, and maintaining a high level of customer satisfaction. I was often commended for my ability to empathize with customers and provide solutions that not only resolved their immediate issues but also prevented future ones.

I am confident that my strong communication skills, coupled with my ability to remain calm under pressure, make me an excellent fit for your customer service representative team. I am adaptable at using Microsoft word, excel, power point, emails and have a proven track record of meeting and exceeding set targets. My ability to work in a team, as well as my initiative to work independently, has been honed through my career and academic experiences.

Furthermore, I am committed to continuous learning and improvement. I am eager to bring my problem-solving skills to your team and contribute to maintaining the high level of customer service at your company and ensure confidentiality of customer information. I am excited about the opportunity to learn from experienced professionals in your team and grow my career in customer service.

I am excited about the opportunity to contribute to the success of your company and would welcome the chance to discuss how my skills and experience align with your needs. Thank you for considering my application. I look forward to the possibility of joining your team and contributing to your continued growth.

Sincerely,

Lilian Melicho Kalinga.