

OMARI MERCADO

CUSTOMER SERVICE

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To The Customer Service Team at TexOptima,

I am excited to submit my application for the Customer Service role at TexOptima. As a customer-centric individual with 4+ I am confident in my ability to provide exceptional service to your customers while also helping to drive business growth.

In my previous role at KreativeKulture, I consistently exceeded customer satisfaction targets, achieving a 98% satisfaction rating. Through active listening, empathy, and a commitment to resolving issues promptly, I was able to build strong relationships with customers and ensure their needs were met. I also contributed to the team's success by increasing upsell revenue by 15%, demonstrating my ability to recognize sales opportunities and capitalize on them effectively.

Additionally, I pride myself on my ability to communicate effectively with both customers and colleagues. During my time at VT&T, I trained new hires on customer service best practices, resulting in a 25% reduction in customer complaints and a 10% improvement in average handle time. I also collaborated with the marketing team to develop customer-focused content for the company's social media channels, resulting in a 20% increase in engagement.

In addition to my experience in customer service, I have a strong background in event coordination. For example, at KreativeKulture, I worked closely with the Human Resources to plan the company's quarterly volunteer events. This experience taught me the value of collaboration and teamwork, and how it can lead to great success.

Furthermore, I am always looking for ways to improve and learn. In my free time, I enjoy taking online courses and attending webinars to stay up-to-date with the latest industry trends and best practices. I believe that continuous learning is essential for personal and professional growth, and I am eager to bring this mindset to TexOptima.

As a self-starter and quick learner, I am confident that I can hit the ground running in this role and make an immediate impact on your team's success. I am also excited about the opportunity to leverage my skills and experience to help TexOptima continue to deliver outstanding customer service and achieve its business objectives.

Thank you for considering my application. I look forward to the opportunity to discuss my qualifications further.

Regards,

Omari ☐ Mercado