

# Malaika Decker

CUSTOMER SERVICE

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Dear Eric Rojas,

I am writing to apply for the Customer Service position at Segunda Blue Cross. Although my background is in marketing, I am confident that my experience and skills make me an excellent fit for this position.

Although my previous work experience may seem unrelated to customer service, I believe it has prepared me well for this role. As a marketing professional, I learned how to create a strategy that would address business needs and effectively communicate how it would be implemented, both to my internal team and to clients. These skills have proven invaluable in providing excellent customer service and building strong relationships with clients.

Furthermore, I am a quick learner and adaptable to new situations. I am confident that I can easily learn the necessary skills and procedures required to succeed in a customer service role.

As someone with a non-traditional background, I am eager to bring a unique perspective to the team at Segunda Blue Cross. I believe that my diverse experiences will allow me to think outside the box and provide innovative solutions to challenges that may arise.

Throughout my career, I have always been committed to delivering exceptional results. In my previous role at Notion, I was able to increase customer satisfaction by 25% by implementing new processes to streamline operations and enhance the customer experience. This resulted in a significant reduction in customer complaints and a higher overall satisfaction rating.

Additionally, I have experience collaborating with cross-functional teams to achieve business goals. At YearBook, I worked with the sales team to identify new sales opportunities, resulting in a 10% increase in revenue.

As someone who is highly motivated and results-driven, I am confident that I can make a positive impact on the customer service team at Segunda Blue Cross. I am committed to delivering the best possible experience for your customers and contributing to the success of the organization.

In addition to my work experience, I am also highly proficient in Salesforce. This proficiency has allowed me to improve efficiency and accuracy in customer service tasks, leading to increased customer satisfaction ratings.

In conclusion, I am excited about the opportunity to bring my unique perspective and skills to the team at Segunda Blue Cross. Thank you for considering my application. I am confident that my commitment to exceptional customer service and my ability to achieve measurable results make me an excellent candidate for this role.

Sincerely,

Malaika Decker