

STELLA J. JONES

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September 14, 2022

Mr. John Smith
Department Manager
XYZ Company
111 Highway Road
Dallas, TX 55123

Dear Mr. Smith:

Please accept this letter and corresponding resume as application for your open Business Operations Analyst position. I learned about the position through your company website. I am impressed with the array of financial products and services offered by XYZ Company and your strong commitment to community development and customer service. I believe my combination of education and three years of experience in building efficient and quality-driven customer service teams make me an excellent candidate for this position.

In my current role as a Call Center Supervisor for ABC Corporation, I supervise a team of 23 customer service representatives who resolve over 1,200 customer complaints and issues per week. By collaborating with the quality assurance manager on analyzing metrics, improving processes, and strengthening training programs, I improved departmental workflow efficiency and reduced customer complaints by 12%. I was recognized by executive level management for my dedication to data analysis and business process improvement. I regularly present my findings and recommendations at executive level meetings.

I am further enhancing my business analyst and leadership skills through pursuing an MBA with a specialization in Leadership. My master's program has enhanced my ability to analyze business systems and processes, build relationships, and create a culture of innovation and quality customer service.

I am excited about the opportunity to contribute to the ongoing success and growth of XYZ Company. My resume is attached for your review. I look forward to further discussing my qualifications with you.

Sincerely,

Stella J. Jones

Enclosure (1)