

ALYCIA D. STRYKER

Kansas City, MO 64108

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📞 123-111-1111

March 25, 20xx

Clayton Spratt
Human Resources Department
Spartan Brothers Sporting Goods
123 Courtly Drive
Kansas City, MO 64112

Dear Clayton Spratt:

Please accept this letter and accompanying resume as application for your open position as an assistant manager in your Customer Service Department. I was referred by Debra Feldman, an employee in your Customer Service department and a former colleague of mine. I am particularly interested in advancing my career with Spartan Brothers Sporting Goods because of your reputation for providing quality products and stellar customer service. When I heard about the position from Debra, I immediately became excited about the opportunity. I believe that my experience providing exceptional customer service, serving as a team lead, and the knowledge that I am gaining through my BS in Business Administration program at Walden University make me a highly qualified candidate for this position.

In my current position as a retail customer service team lead at StoneMart, I use my communication skills and knowledge of corporate policies and procedures to support a team of eight customer service professionals and resolve over 20 escalated customer service issues daily. I strive to ensure that customers feel heard and their issues are addressed fairly and respectfully. I consistently look for opportunities to streamline my team's workflow without compromising service. My recommendations on how to improve the escalation process were implemented and resulted in faster resolution times and improved customer satisfaction. I am also adept at using and adapting to new technologies. When I face a new technology, I am always ready to explore how it will improve efficiency and effectiveness.

As a BS in Business Administration student, I am enhancing my understanding of leadership, brand identity, customer loyalty, marketing, data analysis, and employee retention strategies. I use many of the skills that I am studying in my current position as team lead, but I would like to expand on the positive impact that I am able to make by advancing into a management position.

I look forward to hearing more about the position and sharing how I can contribute to the success of Spartan Brothers Sporting Goods. I can be reached at 123-111-1111 or alyciadstryker785@gmail.com. Thank you for reviewing my application.

Sincerely,

Alycia D. Stryker

Enclosure