

[Your Full Name]

[Phone Number] | [Email Address]

[LinkedIn Profile URL] | [City, State]

[Date]

[Hiring Manager Name]

[Title]

[Company Name]

[Company Address]

Dear [Hiring Manager Name],

I am writing to express my interest in the **Shared Services Customer Lead** position at [Company Name]. With a background in optimizing service delivery and fostering high-value client relationships within centralized business environments, I am eager to bring my expertise in operational excellence and customer satisfaction to your team.

In my previous role as [Current/Previous Job Title], I successfully led cross-functional initiatives to streamline [Specific Process, e.g., Order-to-Cash or HR Inquiry Handling]. My focus has always been on bridging the gap between internal stakeholders and end customers by implementing robust Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). I am particularly proud of my ability to [mention a specific achievement, e.g., reduce ticket resolution time by X% or increase CSAT scores by X%].

I am drawn to [Company Name] because of your reputation for [mention a specific company value or recent achievement]. As a Customer Lead, I am confident in my ability to:

- Drive a customer-centric culture across the shared services organization.
- Analyze performance metrics to identify and mitigate process bottlenecks.
- Manage complex escalations with a focus on long-term relationship retention.
- Collaborate with global teams to ensure standardized service quality.

I look forward to the possibility of discussing how my experience in shared services leadership can contribute to the continued success of [Company Name]. Thank you for your time and consideration.

Sincerely,

[Your Signature]

[Your Printed Name]