

[Your Full Name]
[Phone Number]
[Email Address]
[LinkedIn Profile/Portfolio URL]
[City, State]

[Date]

[Hiring Manager Name]
[Company Name]
[Company Address]

Dear [Hiring Manager Name/Customer Support Lead],

I am writing to express my interest in the E-commerce Customer Service Representative position at [Company Name]. As an experienced support professional with a strong background in online retail environments and [mention specific software like Zendesk, Shopify, or Salesforce], I am confident in my ability to provide exceptional service to your global customer base.

In my previous role at [Previous Company], I managed high-volume inquiries across email, live chat, and social media. I successfully maintained a [Percentage]% customer satisfaction (CSAT) rating while handling approximately [Number] tickets per day. I am particularly skilled at troubleshooting order discrepancies, managing returns/exchanges, and turning frustrated shoppers into loyal brand advocates through empathetic communication.

I am drawn to [Company Name] because of your reputation for [mention a specific company value or product]. I am eager to bring my technical proficiency and passion for positive customer experiences to your team to help maintain your high standards of service excellence.

Thank you for your time and consideration. I look forward to the possibility of discussing how my skills in conflict resolution and e-commerce workflows can contribute to the continued success of [Company Name].

Sincerely,

[Your Name]