

[Your Full Name]

[Phone Number] | [Email Address]

[LinkedIn Profile URL] | [City, State]

[Date]

[Hiring Manager Name]

[Company Name]

[Company Address]

Dear [Hiring Manager Name],

I am writing to express my interest in the Senior Customer Service Representative position at [Company Name]. With over [Number] years of experience in high-volume support environments and a proven track record of elevating CSAT scores, I am confident in my ability to lead your service team toward excellence.

In my previous role at [Previous Company], I was responsible for handling complex escalations and mentoring junior staff. During my tenure, I successfully [mention a specific achievement, e.g., reduced average response time by 20% or implemented a new CRM workflow]. My approach centers on proactive problem-solving and maintaining a calming presence during high-pressure interactions.

I am particularly drawn to [Company Name] because of your commitment to [mention a specific company value or product]. I am eager to bring my expertise in [Technical Skill/Software] and [Soft Skill, e.g., conflict resolution] to help your team maintain its reputation for world-class service.

Thank you for your time and consideration. I look forward to the possibility of discussing how my experience aligns with the needs of your customer support department.

Sincerely,

[Your Name]