

Elizabeth Hernandez

Customer Service Representative | ehernandez@youremail.com | (123) 456-7890 | 62
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January 8, 2021

Ariel Wisler
Hiring Manager
HD Bank
(320) 665-9901
ariel@amazon.com

Dear Ms. Wisler,

My twelve-year tenure as a customer service representative for Primary Bank has benefited banking clients and managers. I was recognized for my customer service skills by being named twice for "Employee of the Month" during 2020. I believe this resulted from my diligence in offering outstanding customer support and my consistent work ethic.

HD Bank has a remarkable reputation for providing thorough customer care that seeks to resolve all issues to satisfaction. HD Bank also values employee development. I know I would be an asset, thanks to my accomplishments as manager of customer service at Primary Bank:

- Exceeded expected numbers for bank accounts opened and complications resolved every year since 2015
- Resolved over 90% of customer issues on average, reducing the manager's caseload
- Led a customer service team of 25, with no turnover in the past five years
- Customer Service Ratings were 97% during 2020 and 96% the preceding year

I am looking forward to discussing in more detail how my prior call experience and customer service skills can boost HD Bank's customer satisfaction ratings and new account statistics. Please feel free to let me know the most convenient time to talk.

Sincerely,

Ariel Wisler

P.S. I'd love to share more details about how I encouraged all my staff to obtain CCSR certification.