

## **Greg Burgess**

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San Francisco, CA 12345

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Natalia Wingate  
Senior Hiring Manager  
Nordstrom  
(098) 765-4321  
nwingate@nordstrom.com

Dear Ms. Wingate,

Being rated as the top San Francisco customer service representative in my organization in 2020 was my proudest career achievement to date. I hope to demonstrate the same excellent performance level in a role at Nordstrom.

As a seasoned representative with nine years of experience, I am drawn to Nordstrom's prestigious reputation and outstanding customer service record. My strong communication skills and dedication make me the ideal fit for Nordstrom's customer-focused ethos.

My most significant career achievements so far include:

- Consistently exceeding my individual targets by up to 45% every month
- Regularly receiving excellent customer feedback for going above and beyond to match them with the best deals and resolve queries and complaints
- Achieving a turnaround time more than 40% quicker than the company average throughout 2019 and 2020

I would be delighted to meet you for an interview to discuss how my previous experience can help me provide an outstanding service for Nordstrom customers and support the company's commercial aims. Please get in touch to let me know what date and time are convenient for you.

Sincerely,

Greg Burgess

P.S. I would love to tell you how I achieved a steady five-star customer satisfaction rating for the last three years.