**Arthur Carter**

 [Street Address], New York, NY 55900

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**Today’s date**

Mr. John Wheeler (or Human Resources director)

ABC Company

Address, City, State, zip

Re: Customer Sales Representative, Job Posting

Dear Mr. Wheeler,

In reference to your career post published in the Job Information Circular, I am submitting this letter and my resume.

I have had four years of working as a customer sales representative for Visa, and during that time, I became a shift manager over other customer sales representatives and provided them with weekly feedback. I periodically met with managers of other shifts and branches in order to improve our customer service, decrease time spent on each interaction, and thereby increase the number of customers served while decreasing waiting time on the phone (a key customer complaint).

My expertise is communication skills, whether handling customer inquiries over the phone or by email.
I am fluent in English, Portuguese, and Spanish and was usually able to resolve even difficult customer complaints.

I recorded customer interactions and made sure to follow up promptly on unresolved issues from other representatives. I provided customers with information in a timely manner, and when Visa initiated a campaign to have customers take out loans to lower their credit card balance, I achieved the highest rate of completed loans in our entire branch.

I would like very much to call you later on in the week to arrange a time for an interview.

Thank you for your time and attention.

Cordially,

Arthur Carter