

CUSTOMER SERVICE REPRESENTATIVE

Carlos Ramirez

COVER LETTER

Dear Ms. Bariquit,

I am eager to apply for the Customer Service Representative role at Nordstrom. Having worked in high-end retail support, I understand the importance of personalized service in preserving brand reputation and building loyalty.

During my three years at Sephora, I managed customer issues via phone and live chat, frequently assisting with online order errors, product recommendations, and loyalty accounts. My team regularly exceeded KPIs for response time and customer satisfaction. I was recognized by management for defusing escalations and turning negative experiences into positive outcomes.

I've long admired Nordstrom for its customer-first philosophy and curated shopping experience. I'm confident that my strong interpersonal skills and retail insight will allow me to uphold the high standards your clients expect.

I would welcome the opportunity to support your team. Thank you for considering my application. I look forward to the chance to speak further.

Best regards,

Carlos Ramirez

DETAILS

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FROM

Carlos Ramirez

Customer Service Representative

TO

Ms. Teri Bariquit

Nordstrom Inc.