



# Liam Turner

## Details

 (206) 555-2283

 liam.turner@email.com

 Seattle, WA 98103

From

**Liam Turner**

To

**Ms. Alicia Boler Davis**

Amazon

Dear Ms. Boler Davis,

I'm writing to apply for the Customer Service Representative role at Amazon. With hands-on experience in online order support and fulfillment systems, I am confident in my ability to handle complex service issues efficiently.

While working at Wayfair, I helped customers track deliveries, process returns, and navigate promotional offers. I managed live chat, email, and phone support, and contributed to process improvements that reduced ticket resolution times by 18%.

Amazon's obsession with customer satisfaction aligns with my own approach to service. I thrive in dynamic settings and enjoy resolving challenges that others avoid. I believe I can add value to your already high-performing team.

I would appreciate the opportunity to speak further. Thank you for your time.

Warm regards,

Liam Turner