

CALL CENTER REPRESENTATIVE

Vanessa Nguyen

COVER LETTER

Dear Ms. Benton,

I'm excited to apply for the Call Center Representative position at Infinity Contact Solutions. After several years working in retail customer service, I'm ready to transition into a phone-based support role where I can continue helping people while building new skills.

In my role at Lakeview Outfitters, I assisted hundreds of customers every week, resolved complaints with empathy, and handled POS issues efficiently. I received two "Above & Beyond" awards for resolving sensitive transactions and calming frustrated guests. Though the setting was in-person, I believe the skills transfer directly to phone communication—patience, problem-solving, and clear explanations.


I've also taken the initiative to complete a short online course on customer support fundamentals, which included simulated call scenarios and CRM basics. I'm eager to keep learning and adapt to the tools used in call center operations.

I appreciate Infinity's reputation for promoting internal growth and quality training. I'm confident I'd be a strong addition to your team and look forward to the possibility of contributing to your customer experience goals.


Sincerely,

Vanessa Nguyen

DETAILS

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FROM

Vanessa Nguyen

Call Center Representative

TO

Ms. Rachelle Benton

Infinity Contact Solutions