

JACK JEFFERSON

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Date

Dear Executive Recruiter,

With more than 22 years of experience in customer service, I am seeking a new customer service manager/representative position where I can use my skills in:

- **Customer relationships/retention** – resolved more than 95,000 customer complaints, retaining 90% of dissatisfied customers.
- **Call center management** – managed a call center for processing sales leads, customer complaints and customer requests for more than seven years. Created templates for processing every type of incoming requests.
- **Communications** – put together and maintained a corporate directory, covering 21 divisions with more than 295,000 employees located globally.
- **Office management** – managed six offices with up to 25 administrative staff.
- **Recruitment and training** – recruited and trained customer services, data entry and secretarial staff.
- **Sales** – personally processed more than 425,000 orders representing \$34.6 million.
- **Software** – Access, PowerPoint, Excel, Word and Outlook.

If you are working on a client assignment for a highly experienced and dedicated customer service administrator, I would welcome your call.

Sincerely,

Jack Jefferson

Enclosed: resume