

Jordan Smith

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Acme Corporation

RE: Freelance To Full Time Customer Service Representative

Dear Hiring Manager,

I am excited to apply for the Freelance To Full Time Customer Service Representative position at Acme Corporation, as advertised on your careers page. With a solid background in customer service and proven success in freelance roles, I am eager to bring my skills to your dynamic team and contribute to your commitment to exceptional customer experiences.

In my recent freelance work with various e-commerce platforms, I managed customer inquiries and resolved issues with a 95% satisfaction rate, effectively utilizing customer feedback to drive service improvements. For instance, I implemented a new tracking system for customer concerns that reduced response time by 30%, allowing me to handle a higher volume of inquiries while maintaining quality service. Additionally, I developed training materials for new freelancers, which helped streamline onboarding and enhanced our team's overall performance.

I am particularly impressed by Acme Corporation's dedication to innovation in customer service. I believe that my proactive approach and problem-solving skills align well with your company's objectives. I am eager to discuss how my unique background and experiences can contribute to the continued success of your customer service team. Thank you for considering my application; I look forward to the opportunity to speak with you further.

Sincerely,

Jordan Smith