

Jordan Smith

January 16, 2026

Acme Corporation

RE: Internship Call Center Agent

Dear Hiring Manager,

I am excited to apply for the Internship Call Center Agent position at Acme Corporation, which I discovered on your careers page. With a passion for customer service and a keen interest in developing my communication skills in a dynamic environment, I believe this internship is the perfect opportunity for me to contribute and grow within your team.

During my recent experience as a customer service representative at my university's student services center, I successfully managed a high volume of inquiries while maintaining a 95% satisfaction rating from students. I utilized active listening skills to address concerns effectively, ensuring that each student felt valued and heard. Additionally, I collaborated with a team to streamline our response processes, which reduced wait times by 20%. These experiences have equipped me with the ability to handle challenging situations with professionalism and empathy, making me well-suited for the fast pace of a call center environment.

I am particularly drawn to Acme Corporation's commitment to outstanding customer experience and innovation in service delivery. I am eager to learn from your team's expertise and contribute my strong work ethic and enthusiasm for helping others. I am confident that my proactive approach will allow me to make a positive impact as an intern.

I would love the opportunity to discuss how my background, skills, and ambitions align with the goals of Acme Corporation. Thank you for considering my application; I look forward to the possibility of discussing this exciting opportunity with you.

Sincerely,

Jordan Smith