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Michael Smith

Human Resources Director

Brighton Blues

555 W. Main St.

Springfield, OH 45412

Dear Mr. Michael Smith:

With over ten years of call center experience (seven of which I have served as a supervisor), as well as a recently obtained business management degree, I am confident I would make an excellent **Senior Supervisor-Call Center** at Brighton Blues. My proven abilities to increase both customer satisfaction and employee satisfaction and reduce employee turnover in a fast paced call center would be beneficial to a growing company like yours.

Throughout my experiences as Program Manager and Lead Supervisor, I have made significant impacts in my call center. When I arrived in my current position, customer satisfaction was at an all-time low and I also noticed our office was suffering from large turnover. After performing interviews with all the call center representatives, I learned that our training program was deficient and was therefore leading to employee dissatisfaction and the high turnover rate. Since the employees were not happy, nor well trained, I believe it had a negative impact on their ability to provide excellent customer service. As a result of my findings, I initiated three new programs: an intensive annual two day professional development program, utilizing the Customer Service Professional Training model; a five day on-boarding orientation program for new employees; and a peer to peer mentoring program. The result of executing these three initiatives has resulted in a decrease in turnover by 80% in one year, an increase in customer satisfaction from 76% to 93%, and a rise in employee satisfaction to 98% (based on an employee survey). My personal belief is that there is a strong connection between happy employees and happy customers.

In addition to my strong supervision skills, I also have experience generating monthly reports for upper management, creating and delivering quarterly presentations to the vice president, leading focus groups, and serving on the “Brainstorm Squad” to initiate new programs and services for customers. Due to these skills and experiences, I am confident I would be able to step in to this role with very little training and could start implementing best practices immediately.

With my successes in customer and employee satisfaction, as well as my other managerial skills, I feel there is a great deal I can contribute to Brighton Blues. I look forward to the opportunity to discuss the many benefits I can bring to your team.

Sincerely,

Sally Student