Shannon Lewis

Relocating to London example@cvmaker.uk

Banclays

6 December 2023

Dear Hiring Manager,

I am writing to express my interest in the Customer Service Team Leader position at Barclays, as referred by James. Anderson, a valued member of your Helpdesk team.

In my current role at Greenfield Services, I lead a team of 15 customer service professionals, overseeing daily operations and ensuring the delivery of top-notch service. My journey as a Customer Team Leader, coupled with my proven expertise, positions me as the ideal candidate for this role.

- I successfully designed a streamlined customer feedback system that resulted in a 15% increase in satisfaction scores within six months.
- I implemented data-driven strategies that have significantly reduced unresolved queries and elevated customer satisfaction ratings by 20%.
- I initiated comprehensive training sessions, resulting in team morale boosts and improved customer satisfaction.
 I am eager to bring this experience and passion for excellence to Barclays, contributing to your commitment to exceptional service.

My proficiency in team leadership, process improvement, and stakeholder relations aligns well with Barclays' goals. I am confident that my strategic approach, honed through a decade of experience, will positively contribute to the continued success and growth of your customer service team.

Thank you for considering my application. I am excited about this prospect of working with you and would welcome the opportunity to discuss how my skills align with the specific needs of your team. I am available at your earliest convenience for an interview and can be reached by phone at 6164 079208.

Sincerely, Shannon Lewis

Attached: CV and references

Cover Letter Guide Customer Service

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