
Mary O'Brien

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Customer Service Supervisor

Leading Staff to Achieve Client Satisfaction through Prompt Issue Resolution and Courteous Service

August 16, 2015

Human Resource Department
AT&T
217 Broadway
New York, NY 10007

RE: **Customer Experience Supervisor**

If you are seeking a positive and influential team player to direct employee activities in sales and customer service, I am the perfect fit for your open Customer Experience Supervisor role. Your opportunity is of great interest to me as I search for a new supervisory opportunity in the telecommunications industry to apply my excellent communication and mentoring skills in a client-focused environment.

My reputation for motivating personnel and elevating productivity as team leader comes from a proactive approach to all service activities. With a background in process improvement, needs assessment, account retention, and cross-selling, I enhance operations and lead dedicated teams. I am confident my abilities would be an asset to AT&T, as demonstrated by my success in these areas:

- Evaluated and increased customer service levels by 64% through hosting meetings with staff, addressing problems, and ensuring staff knew their concerns were being heard.
- Improved access to customer information for call centre employees using a dedicated staff member to complete database updates and remove out-of-date information.
- Overcame issues during staffing shortages by taking on 20% more calls for an entire month to avoid backlogs and maintain high levels of customer service.

In addition the above, I possess excellent relationship building and organizational abilities and have earned a solid reputation in the workplace for tackling challenges with ease. Overall, my background includes a level of expertise that will allow me to excel in your organization.

Thank you for taking the time to review my enclosed résumé. I look forward to hearing from you soon to further discuss my qualifications.

Sincerely,

Mary O'Brien
Enclosure: Résumé
