Muhammad Abubakar

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March 1, 2021

Bukar Shehu

Director

XYZ Company

123 Business Rd.

Business City, NY 54321

Dear Mr Bukar:

This letter is to express my special interest in discussing the Senior Customer Service Manager

position posted on the XYZ Company web site. The opportunity presented in this listing is very

appealing, and I believe that my experience and education will make me a competitive

candidate for this role.

Although I have been working primarily as an Operations Manager, in this capacity I have

interfaced frequently with customers, in addition to vendors and staff. This has instilled multi-

dimensional communication skills and an ability to recognize, act upon, and fulfill customer

wishes and needs in order to ensure their continued, and positive, relationship with the

business.

In fact, in my most recent job as Operations Manager for ABC Company, I received an

'Excellence in Customer Service' recognition due to my ability to coordinate complex logistics in

order to keep customers happy even when issues arose that were beyond the control of the

organization. Again, this involved not only managing operations but also communicating

directly with customers. As a result, I believe my combined ability to successfully manage

operations while also effectively interfacing with customers makes me a prime candidate for

this role.

The key strengths that I possess for success in this position include, but are not limited to, the

following:

• Provide exceptional contributions to customer service for all customers.

• Strive for continued excellence.

• Strong communication skills.

• Eager to learn new things.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on

whom your customers will rely. I also have a wide breadth of experience of the type that will be great value your company.

Yours sincerely

Signature (optional)

Muhammad Abubakar