

# Paul Seder

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**Olivia Angel**  
**Human Resources Manager**

**Dear Mrs. Angel**

Please accept this letter as an expression of my interest in the position of call center representative because of as seen from my enclosed résumé, my experience and accomplishments match the requirements of this position.

For the past two years, I've been working as a call center representative at Concentrix company. My duties include customer service of 3 Companies.

In the moving company for North American and Allied Van Lines, I answer inbound, implemented outbound calls and send out movers for customers.

In Driver Road Services I answer inbound calls. I have to know all the tractor, trailer, and tire types. Drivers would call in to rent tractors or trailers, get new tires, roadside assistance, labor workers, and other items for their tractor or trailer.

The Third one is the Extended Stay America. My duties there are to book/cancel/modify reservations for Extended Stay America Hotel. There were times where I was on the top 10 list for having a good percentage rate for reservations and perks. Percentage depended on how many reservations or perks we received out of the number of calls we had for the month. Received an average of 40-50 calls a day.

This job allowed me to have the ultimate experience of developing positive relationships with clients and colleagues.

I would appreciate the opportunity to speak with you more about this position soon, and I invite you to contact me to schedule a meeting with you. Thank you for your consideration.

**Regards,**  
**Paul Seder**

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