Dear Sir/Madom

I am applying for the role as a customer support officer, as i believe i would be great for this roll as i have excellent people skills and a excellent driving record. I have a talent of building relationships and partnerships with clients and excellent communication skills. I have a high level of time management and communication skills I have been working at Hearing Australia as a customer support officer. My duties include inbound and outbound calls, setting up client files, booking appointments, checking eligibility via the government site office of hearing services and problem solving, getting new clients in, appointment confirmation, working with hearing Australia i have to work with a diverse range of clients and i have to work collaboratively as a team.

I’m also currently working at Panthers. I have been working for Panthers for eleven years in November and hearing Australia for two years. Im a reliable trustworthy person as you can see with my time at Panthers. My duties at Panthers are waitressing, bar tender, functions, cleaning, customer service, food preparation, taking orders, coffee making, keno, gaming attendant and opening, cashier for gaming and closing of the bar.

I have fantastic customer service skills and communication skills and get along great with all customers. I have a great work ethic and have a positive attitude towards work and customers. I can work independently or part as a team. I can work in a timely manner.

I have had previous experience as a shift supervisor at Dominos in Kempsey. My juties included opening  and closing of the store, customer service, handling complaints, ordering stock, unpacking stock, supervising staff, entering end of day sales, cash handling, upselling, marketing and banking.I am willing  to learn new skills that are involved with this position.

I am a self motivated person and as you will see by my resume i have a solid work history which shows you that i am reliable, loyal and a hard worker. I am easy to get along with and i can work alone or as part as a team, i am a hard worker who likes to get the job done in a fast professional manner and can deal with stress.

I have my RSA and RCG. I have also completed a barista course at tafe. Other qualifications i have are

Business Administration Certificate II at Port Macquarie TAFE on 1st July 2008. This gave me a better understanding of computers, customer service, OH&S, and financial skills. This also gave me excellent organization skills.

I look forward to meeting you to discuss this opportunity further

Yours sincerely

Jessica McGowan