

Resumagic.com: Networking Cover Letter Sample

Jane Wilson

123 Elm Street ■ Anytown, ST 00000 ■ 123-456-7890 ■ janewilson@email.com

March 11, 2004

Ms. Jean Smith
Human Resource Manager
XYZ Corporation
123 East Third Street
Anytown, ST 00000

Dear Ms. Smith:

John Wilson, a Sales Manager with your company, recommended that I contact you, as I am very interested in pursuing ground floor opportunities with companies like yours that offer advancement for those who are willing to work hard. He thought I would be a person who would work well within your company, as he is somewhat familiar with my background, having worked with me at another employer several years ago.

Although my work experience has been in the customer service industry, Mr. Wilson believes this experience has prepared me well for a similar position with your company as I am very accustomed to working in a fast-paced environment and have extensive experience dealing with and assisting the public and corporate clients.

My résumé is enclosed for your consideration. It offers my qualifications and experience in detail; however, I have outlined below what I believe to be my most relevant qualifications for this position with your company --

Supervisory and training experience -- I have six years' experience supervising others. At YYY Company, I routinely supervised 15 customer service representatives. I set their work schedules, maintained employee records, completed employee performance reviews, trained new employees, and developed training improvement programs as necessary. Overall, I trained approximately 100 new employees during my time there.

Ability to multi-task -- More than one supervisor has told me that he appreciates the fact that I am a quick learner and excellent worker. I know how to prioritize job assignments, work independently and resolve problems on my own. I am very organized and detail-oriented and can find effective solutions to get the job done. For example, as my resume indicates, I was able to handle a significant increase in workload during two corporate mergers without having to hire additional help or suffering a decrease in productivity.

Excellent communication skills -- I have extensive experience dealing with the public since I have worked in the customer service industry for eight years. In my current position, I am in charge of maintaining good relationships with 125 corporate clients. This requires interaction with corporate executives on a daily basis, often assisting them to resolve problems and conflicts regarding their services and products placed with our company. Throughout my career, I have often had to deal with irate and angry customers and clients. From experience, I have learned how to smooth their ruffled feathers with tact so that good relations can be maintained.

I do believe I would be an excellent candidate for this position. It is important to note that my current employer is downsizing and my current position is scheduled to end on March 15, 2004. I would welcome the opportunity to discuss in more detail how my background can be of benefit to your company. Please call me at the number above to schedule an interview. Thank you for your time and I hope to be hearing from you soon.

Sincerely,

Jane Wilson

enclosure