

**Resumagic.com: Networking Cover Letter Sample**

**Jane Wilson**

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

---

March 11, 2003

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

Dear Ms. Smith:

My neighbor, John Wilson, who works in your company's sales division, told me about a telemarketing management position that is available with your corporation. He told me that he spoke to you about my qualifications and you asked me to forward my résumé to your office. In advance, thank you very much for taking the time to review my qualifications.

In summary, I have six years experience working in call center environments with four years experience as an operations manager with a major corporation supervising customer representatives. As noted on my enclosed résumé, I am presently employed as a corporate quality analyst with XXX Customer Services, a telemarketing outsourcing firm, handling corporate clients to ensure that their services and products are properly marketed by our telemarketers. My employer is downsizing and my last date of employment with XXX will be April 30, 2003.

I am confident that my skills and experience can help your organization in maintaining a solid customer base as well. Evidence of my ability to be a solid contributor to your company includes:

- Ability to create and present an excellent image of the company and its services to customers, and to coordinate and communicate well with clientele and management at all levels. For example, during two corporate mergers, my call center effectively handled a substantial increase in call volume without an increase in labor costs or a loss of customer service.
- Experience managing both people and projects with the goal of motivating and training employees to excel in their work performance and efficiency to increase profit and cut costs. For example, I reduced the number of customer credits through better employee training.

I would be happy to meet with you and discuss my qualifications in more detail. I will call you in a few weeks to see if an interview might be possible. In the meantime, thank you again for your time and consideration.

Sincerely,

Jane Wilson

enclosure