

JOHN DOE

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Hiring Manager
NorthernEdge Tech
Toronto, ON

Dear Hiring Manager,

I'm writing to apply for the Customer Service Representative position at NorthernEdge Tech. With over two years of experience supporting customers in fast-paced tech environments, I bring a strong track record of resolving issues efficiently and maintaining high client satisfaction.

At SoftReach Solutions, I managed live chat and email support for over 50 clients daily, consistently achieving a 95% satisfaction rating. I also helped streamline our ticketing system using automation tools, which reduced response times by 30%. I'm confident in my ability to bring the same level of professionalism, empathy, and problem-solving to your team.

I'd appreciate the opportunity to contribute to your customer success goals and ensure your clients continue to receive outstanding service. Thank you for considering my application.

Sincerely,

John Doe