

Dare Kemi
6 Bode Thomas,
Surulere,
Lagos.
January 23rd, 2019.
080*****

Mr. Ken Smith,
Human Resource manager
LJINig Medical Center
7 Atunwa street,
Opebi,
Lagos.

Dear Mr. Ken,

As a customer driven professional, with a passion for the health care industry, I was happy to learn that LJINig Medical Centre needs a customer service manager. Presently, I am a Senior Customer Service Representative with 5 years of experience. I am registered with the Nigerian board of pharmacy and have a B.A in Mass Communication and People Management from the University of Lagos.

I have built on my education with a practical customer service experience at Sage's Place. I started as a customer service representative in the telephone call center; after two years, I was promoted as the senior customer service representative, handling both phone and email inquiries. I am currently serving as an interim customer service manager, managing a team of 20 customer service representatives.

I have a proven track record of efficiently handling customer calls and effectively handling customer e-mail inquiries. Under my interim management, specifically:

- Customer service surveys indicate an 11% increase in customer satisfaction with our department in just two months
- Employee absenteeism in my department dropped by 5%
- I think that my skill set aligns perfectly with the needs of LJINig Medical centre.

I have always been excited about LJINig Medical Center Vision for customer satisfaction which is my career goal as well. Having the opportunity to be a part of a successful team is a dream come true for me.

Thank you for reviewing my credentials. I look forward to an interview, discussing with you about the job role.

Sincerely,

Deborah Kemi