

Sample Cover Letter

March 20, 20XX

Ms. Mary Smith
Hiring Manager
XYZ Company
123 Main Street
Anytown, New Jersey 08611

Dear Ms. Smith,

Include the position you are applying for and where (or through who) you heard about the opening.

I am responding to your job posting on [websitename.com](#) for the Call Center Specialist position at your New Jersey headquarters. I have extensive experience as a call center agent. As a team lead, I have thrived on educating and mentoring other agents, which fits perfectly with your strong training culture and customer service focus.

Describe what you can offer the employer. Match your qualifications with the job requirements.

In my current position, I am a call center agent for a large telecom company where I have progressed from a data entry operator, to an entry-level call center agent, to my existing role as a team lead in the call center. My strong communication skills, both verbal and written, and excellent computer and phone skills contributed to my advancement. I repeatedly ranked in the top 10 of our monthly Customer Service Agent Excellence Survey. I have excelled in the call center environment, and believe that my experience and skills in this environment will be extremely valuable to XYZ company.

Tell the employer how you will follow up.

I would appreciate an opportunity to discuss how my background and experience could benefit your organization. I will contact you on the 27th to follow up on my application. You can reach me via email at myname@email.com, or by phone at (555) 555-1234.

Thank you for your time and consideration.

Sincerely,
(signature)
Pat Samples

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