

# Maya Thompson

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Dear Hiring Manager,

I am writing to apply for the Customer Service Representative position. I have experience helping customers through phone, email, and chat support, and I understand the importance of clear communication, patience, and fast problem resolution.

In my previous customer service role, I handled high-volume support requests, answered billing questions, updated customer accounts, and resolved escalations. I used CRM tools to document conversations accurately and make sure customers received consistent follow-up.

I am especially interested in this role because I enjoy helping people feel heard and supported. I take pride in staying calm under pressure, finding practical solutions, and creating a positive customer experience.

I would appreciate the opportunity to bring my customer support experience and communication skills to your team.

Sincerely,

Maya Thompson