



Email Address:

 Address:

Mobile. No:

[Date]

[Hiring Manager’s Name]

[A.B.C Company Address]

[hiring.manager@xyz.com]

Dear Hiring Manager,

I am writing to apply for the position of Director of Customer Activation and Software Support. I have read about the vacancy through the advertisement that is placed on your official website. My qualifications and work experience align well with what you are seeking. I am a highly skilled and efficacious leader along with comprehensive experience regarding successful operations and staff management to assist and guarantee a superior level of customer satisfaction.

 I have worked in sales since early on in my career and therefore possess impeccable skills of customer-relationship management, project management and an ability to politely negotiate with resentful customers. I am also accustomed to working on several tasks and deadlines simultaneously while also offering new ideas to facilitate the company in achieving the desired objectives and goals. Owing to my effective communication and negotiation abilities, I have successfully managed to close the deals with the clients that turned out to be a huge success for the bank where I was working.

Besides working as, a sales associate, I have experience working as a customer service representative that polished my negotiating abilities. Due to my advanced customer management skills, I was appointed as a service advisor at a highly reputed company. During this job, I learned how to successfully decipher a customer’s problem and efficiently solve them. I also learned to respond to the customers’ requests on time.

While discussing my technical expertise, I also have experience in assisting customers who were facing numerous technical issues with the software products. I was able to effectively assist customers in diagnosing issues with software installation and troubleshooting problems. Due to my excellent learning abilities, technical expertise and proficiency in dealing with the customers while also maintaining a collaborative environment, I was promoted to the position of team manager.

Working as a team manager enhanced my leadership abilities. It improved my listening and communication skills. It further facilitated me in refining my abilities to work under pressure while also managing my team. Before this position, I was not fully aware of the importance of teamwork. This job aids me in understanding the importance of teamwork. Utilizing both the listening and communication skills that I gained from my previous jobs, I was able to motivate every team member differently by catering to their individual needs. This motivation increased the productivity of my team that helped me in attaining desired results and completing the tasks on time. I have become adept at several other responsibilities such as training employees to make them more productive while also optimizing the client’s satisfaction level. Furthermore, due to this position, I was able to enhance my emotional intelligence and decision-making ability.

 In addition to my experience and personal qualities, I have a solid educational background as well. I have a Bachelor of Science degree in International Finance. I am very enthusiastic about the position of Director of Customer Activation and Software Support. Moreover, my previous experience made me the most suitable candidate for the job. My proven dedication to enhancing operational success along with my excellent customer and time management abilities will contribute a lot to the success of your company.

I would like to thank you for sparing your time and reading my cover letter. I have attached my resume with the cover letter as well. My resume will provide you with an insight into my skills. I look forward to a meeting with you for an interview where I can discuss my experience with you in detail. I hope you will consider my request.

Sincerely,

 Plamen J Brandt