

Sue Ling

2750 Tower Ave., #58 | Sometown, CO 50805
Home: 555-555-5555 | Cell: 555-555-5500
Email: someone@somedomain.com

Available for All Shifts

[Date]

Ms. Rhonda West
Customer Service Manager
Acme Inc.
123 Corporate Blvd.
Sometown, CO 50802

Re: Customer Service Representative Opening (Ref. ID: CS300-Denver)

Dear Ms. West:

I was excited to see your opening for a customer service rep, and I hope to be invited for an interview.

My background includes serving as a customer service associate within both call-center and retail environments. Most recently, I worked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills during my part-time employment as a waitress and restaurant hostess while in high school.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time -- I look forward to learning more about this opportunity!

Sincerely,

Sue Ling

Enclosure: Resume

Personal statement

Curiosity has always driven me towards successful new experiences, from leaving home to become a first-generation college graduate to researching articles as a member of a radiology team. Now I am thrilled to be applying for a residency program where I can indulge my curiosity and immerse myself into the study of radiology.

I was born in the Chicago area, but I have spent most of the last 17 years in southeastern Wisconsin. My parents have always been very supportive of my aspirations to attend college and become a physician. However, they could only offer limited personal advice to me. My father was the first one in his family to graduate from high school, and I am a first-generation college graduate. Before high school, I knew that I wanted to obtain a higher education in a new geographical location. Many of the steps that I took to achieve this goal were unfamiliar to my family. Nevertheless, I vigorously pursued the unknown, researching how to get into and finance attending a competitive university. Towards the end of obtaining a chemistry degree at Cornell University, I repeated the entire process to apply to medical school. These experiences have taught me that investigating my questions and working ardently to achieve my ambitions will lead to success.

When I began my third year of medical school, I was uncertain which specialty would be the best fit for me. However, I soon became intrigued by how radiological findings modified many differential diagnoses and treatment plans. On several occasions, I went down to the radiology department to get images read. I was captivated by how the radiologists would pick out details in the imaging and correlate them to what I had seen clinically.

During my interventional radiology rotation, I came to appreciate how radiology is integrated into patient care: we would look at patients' imaging in the morning, complete histories and physicals, perform interventional procedures, go through our results with the primary team, and see the patients the next day. I particularly enjoyed attending several conferences in which surgeons, oncologists, and diagnostic and interventional radiologists collaborated to discuss the next step in patient management. I remember these conferences fondly and look forward to participating in a team approach to patient care.

To become an effective member of a radiology team, I will rely on my intellectual curiosity to push me forward. I first learned how to translate my curiosity into hard work as a chemistry student at Cornell, and since then I have found great inspiration in new learning environments. As a medical student, transitioning from lectures to my clinical years, I extended the curiosity ~~that~~ developed in the classroom to patient care. During my rotations, I constantly questioned why certain steps were chosen to manage patients. I learned to refer to journals and to critically assess articles' levels of evidence, which facilitated decisions in patient care. Even as a medical student, I could make a difference by presenting articles to the team, and I dedicated myself to doing so.

In the coming years, I am excited to engage my scientific and medical curiosity as I progress towards my career as a radiologist. I look forward to working as a resident member in your radiology department.

Great job