

John A. Smith
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Mr. Busy Manager
ABC Moving and Storage Company
7100 Capital Avenue South Eden Prairie, MN 55344

Dear Busy Manager,

As a member of the Wooddale Job Transition Support Group, I received the email you sent out regarding open positions at ABC Moving and Storage Company. Several of these open positions interested me as I believe the skills I possess would benefit ABC Moving and Storage Company. I have many customer-service, team-player, telephone, and computer experiences that seem to fit the different openings at ABC Moving and Storage Company.

In reviewing some of the job requirements for the various positions, there seemed to be an emphasis placed on

- information gathering
- investigation and problem resolution
- customer contact involving telephone and other correspondence; tracking of the communication and resolution of disputes regarding billing errors.

While my resume contains more detailed information, highlighted below are several of my experiences and achievements that align themselves with your requirements.

- Customer Service Skills:
 - o Understanding and defining problems.
 - o Listening Skills
- Computer Skills:
 - o Microsoft Suite Skills: Word Advanced, Excel Intermediate, Outlook Intermediate, Power Point Intermediate
 - o Developed an online interactive resource library based on student needs associated with Pilgrimage Educational Resources
 - o Adobe Creative Suite 1 and other graphic-related software programs.
- Problem Resolution Skills
 - o Consulted with students of Pilgrimage Educational Resources to determine needs of resource library
 - o Provided curriculum feedback to Chief Executive Officer and lead instructors
 - o Produced experience based curriculum to help meet student needs.
- Educational Background
 - o Highest Level of Education Attained: Master in Education.

Because of my interest in and successful experiences in customer service, I would very much appreciate an opportunity to have an interview with you. I will plan to call you early next week to discuss the possibility of an interview with ABC Moving and Storage Company. I look forward to discussing these opportunities with you!

Sincerely,

John A. Smith