

## **Jordan Lee**

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[Date]

The Hiring Manager  
XXXX Contact Centre  
Brisbane, QLD

Dear Hiring Manager,

I am writing to apply for the Customer Service Representative position at XXXX Contact Centre. I enjoy helping people, staying calm under pressure and resolving issues at first contact, and I would welcome the chance to deliver a great experience for your customers.

In my current role I handle a high volume of enquiries by phone, email and chat, resolve complaints calmly, and log every interaction accurately in the CRM while meeting service targets. I am a clear communicator and an active listener, and my background in retail has taught me to serve people patiently even on busy days.

I would love the opportunity to bring my communication and problem-solving skills to your team. My resume is attached, and I would be glad to attend an interview at a time that suits you. Thank you for considering my application.

Kind regards,

**Jordan Lee**