

Daniel Brooks

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[Date]

The Hiring Manager
XXXX Company
Brisbane, QLD

Dear Hiring Manager,

I am writing to apply for the Customer Service Team Leader position at XXXX Company. With more than five years in customer service and team leadership, I am looking for a role where I can keep building a strong team and improve the customer experience.

In my current role I lead a team of eight, manage rostering and coaching, and handle escalated complaints. By reworking our daily roster around peak periods I reduced average call wait times, and I onboarded six new team members using a simple checklist that is still in use. I enjoy developing people and finding practical ways to improve how a team works day to day.

I would welcome the opportunity to bring this experience to XXXX Company. My resume is attached with further detail, and I would be glad to discuss the role at an interview. Thank you for your time and consideration.

Kind regards,

Daniel Brooks