**Date:** 23 April 2016

**To**

**Mr. Ronda West**

HR Manager, Smith Design Associates

1523 East West Street

The City Name & Zip Code

**RE:** Application for Graphic Designer Assistant position

Dear Mr. West:

I was excited to see your opening for a Graphic Designer 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 if you hire me as your administrative assistant, you will have more time and energy to concentrate on growing your business. My resume is enclosed for your review, and I will follow up with you in a few days to discuss your administrative support needs. You may also call me at (555) 555-5555 or email me at richardbottoms@mail.com. Thank you for your time, and have a great day.

Thanking you in advance for your time,

Richard Bottoms

**Email:** richardbottoms@mail.com

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**Portfolio:** www.richardbottoms.com

**Phone:** (619) 579-8508

**Creative Director**

**Richard Bottoms**