**Andrew Calhoun**
5000 Sunset Lane
Lake Town, NJ 08000
*andycalhoun@email.com*
[Insert Date]

**Jessica McNeill**
Search Manager
**World Travel, Inc**
200 George Washington Blvd
Pittville, PA 19100

**Dear Ms. McNeill,**

After reading your job posting for a customer service agent on the **World Travel, Inc** website, I immediately began working on my cover letter and resume for submission. After receiving my diploma in office management from **Burlington Vocational School**, I set out to see as much of the world as possible. During my travels throughout the United States, I have worked in customer service for a combined total of five years. This experience has been in a variety of industries, including retail support and utility support. I am very excited to combine my passion for travel with my love of customer service at **World Travel, Inc.**

My most recent customer service position was with **New Jersey Water Company**, a utility company serving approximately 80,000 customers. In this position, I answered telephone calls from customers with service requests, including turn-off and turn-on service, billing disputes, and questions. This position included 24-hour shift availability, a high-level of confidentiality, and an ability to work with customers to establish payment plans prior to account termination.

I was proud to achieve excellent percentages of keeping my accounts up-to-date, even when working with habitually terminated customers. My flexibility to work any shift and aptitude at learning systems quickly led to me being used as an overnight team supervisor, being responsible for setting all work orders for the morning shift.

Throughout my five-year career, I have developed excellent communication skills and the ability to perform even the most sensitive collections with grace and confidence. My expertise in Microsoft includes Word, Excel, and Outlook. A strong knowledge of CRM software, ACD telephone systems, and data security regulations rounds out my extensive technical skills.

I'm fascinated with the opportunity to work in travel management, and consider my unique, diverse experiences both professionally and personally to be an excellent asset to your company. My passion and enthusiasm, coupled with real-world experience, make me a great fit for the customer service position at **World Travel, Inc.**

Sincerely,
[Insert signature]