**Mary Ann Singleton**  
99 Timothy Square  
Lakeville, WI 20000  
*masingleton@email.com*  
[Insert Date]  
  
**Harry Simmons**  
CEO and President  
**Simmons Autoworks**  
2000 Midfield Blvd  
Pittville, PA 19100  
  
**Dear Mr. Simmons,**  
  
I have been seeking a position of increased responsibility in my career of office administration. When I saw your job posting for an Executive Assistant in Sunday’s issue of the Gazette, I was excited about the opportunity to bring my education and experience to **Simmons Autoworks**. I received my associate’s degree from **Pittville Community College** in 2010 and have worked in progressively advanced office roles for over six years. I believe my education, strong office aptitude, and excellent customer service skills would make me a great fit for your needs.   
  
Most recently, I have worked as the head secretary at **Logan Home Goods**. The company is a mid-sized home goods store that offers in-store financing options. In this role, my duties included answering telephones, scheduling and arranging meetings, preparing correspondence for management staff, and monitoring receptionists for time and quality adherence. Twice annually, I assisted in preparing for the sales award banquets, including sending invitations and tracking responses. I frequently arranged travel, including air, car, and hotel, for the mobile sales team.  
  
One key achievements at **Logan Home Goods** was my work in helping the company streamline their automated call distribution telephone system. Early during my tenure, I noticed that over 50% of the calls coming through the main switch were credit or billing inquiries. This was causing long wait times and customer dissatisfaction. By bringing the issue to my supervisor’s attention, we worked together to identify the receptionists’ needs, the customers’ needs, and the alternative systems. Ultimately, by changing the routing at the switch, the company was able to decrease hold time by 22% without hiring additional agents.   
  
My administrative skills include expertise in the entire Microsoft Office Suite, a typing speed of 50 words per minute, experience with multi-line phone systems, and an understanding of office procedures. My background has also given me knowledge of several common customer relationship management programs and content management software. I have an extensive ability with collections, billing, and accounting, including privacy and confidentiality procedures.  
  
I would love the opportunity to demonstrate how my background in administration in a sales environment makes me a strong candidate for the position at **Simmons Autoworks**. My background and passion for customer service make this an exciting possibility to advance my career path in a fast-paced sales environment.   
  
Sincerely,   
[Insert signature]