

Shannon Lewis  
Relocating to London  
example@cvmaker.uk

Barclays

6 December 2023

Dear Hiring Manager,

I am writing to express my interest in the Customer Service Team Leader position at Barclays, as referred by James Anderson, a valued member of your Helpdesk team.

In my current role at Greenfield Services, I lead a team of 15 customer service professionals, overseeing daily operations and ensuring the delivery of top-notch service. My journey as a Customer Team Leader, coupled with my proven expertise, positions me as the ideal candidate for this role.

- *I successfully designed a streamlined customer feedback system that resulted in a 15% increase in satisfaction scores within six months.*
- *I implemented data-driven strategies that have significantly reduced unresolved queries and elevated customer satisfaction ratings by 20%.*
- *I initiated comprehensive training sessions, resulting in team morale boosts and improved customer satisfaction. I am eager to bring this experience and passion for excellence to Barclays, contributing to your commitment to exceptional service.*

My proficiency in team leadership, process improvement, and stakeholder relations aligns well with Barclays' goals. I am confident that my strategic approach, honed through a decade of experience, will positively contribute to the continued success and growth of your customer service team.

Thank you for considering my application. I am excited about this prospect of working with you and would welcome the opportunity to discuss how my skills align with the specific needs of your team. I am available at your earliest convenience for an interview and can be reached by phone at 6164 079208.

Sincerely,  
Shannon Lewis

*Attached: CV and references*

# Cover Letter Guide Customer Service

**Jeffrey A. Falkenstein**



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