**COVER LETTER**

Hi,

My work experience developed my skills in managing strong client/customer relationship and provide customer support and assistance to other customer concerns and issues. As being part of the Sales Industry for 3 years and the Telecom industry for 8 years namely Alltel, Verizon (Directory Assistance 411), T-Mobile, and Sprint; marketing products and services have been part of my major responsibilities which I learned and mastered over the years. With my skill set, competencies, and good customer service skills I am more than able to conduct heavy call volume inbound and outbound calls, create after-call reports and provide assistance to other customer concerns and issues. I am also experienced in doing classroom and online training using Skype as a media tool. All of these enabled me to operate and work on my tasks efficiently with less supervision, being able to work under pressure and meet deadlines.

I have a desktop computer that is completely dedicated for work purposes and a private office space conducive to a good working environment, which allows me to concentrate and do my job effectively and efficiently.

I started my career as a Subject Teacher for three years then moved to financial industries and direct sales. I moved to the Business Process Outsourcing (BPO) industry where I started out as a Customer Service Representative then got promoted as an Operations Supervisor after three (3) years. Here I gained an opportunity to work with the best Managers and Trainers in improving existing documentation systems and implementing stringent measures to improve the overall performance of Operators working under our team. I was also given the opportunity to train new applicants and perform quality assurance checks on agents’ metrics.

I have a unique combination of English skills and the ability to build strong customer relationships. This allows me to use my knowledge and break down information to be more user-friendly."

My immediate goal is to get a job in a growth-oriented company. My long-term goal will depend on where the company goes. I hope to eventually grow into a position of responsibility in your company.

Sincerely,

**Roman B. Suarez**

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