**CUSTOMER SERVICE COVER LETTER**

Dear Mr. Englund,

When I learned of Pear Tree Financial’s need for a new Bank Customer Service Representative, I felt compelled to submit the enclosed resume. As an enthusiastic and driven professional with experience in managing customer account services, executing financial transactions, and providing exceptional customer service, I am more than prepared to exceed your expectations for this role.

During my career, I have gained comprehensive experience and knowledge in customer relationship management, regulatory compliance, and general operational support. My demonstrated success in assessing customer needs and requirements, along with collaborating with fellow team members, positions me to make a significant impact on Pear Tree Financial.

Highlights of my experience include…

* More than eight years of experience as a Customer Service Representative with the National Bank of Cleveland, providing overarching assistance in account service / management, product cross-sales, transaction processing, and issue resolution.
* Delivering comprehensive information to customers regarding bank accounts, products, policies, and services; opening and closing accounts and products including checking, savings, money market, CDs, ATM/debit cards, wire transfers, ACHs, cashier’s checks, stop payments, and loan payments.
* Researching and rectifying service-related concerns while demonstrating superior presentation, interpersonal, and problem-solving skills and ensuring compliance with bank/industry regulations and quality standards.
* Providing navigational assistance with online and mobile banking services.
* Earning ongoing accolades from customers for unparalleled customer service skills.

With my experience in the banking industry, combined with my proven record of excellence in customer service and my inherent communication and analytical skills, I am ready to provide outstanding service within Pear Tree Financial. I look forward to discussing the position with you in detail.

Thank you for your time and consideration.

Sincerely,

Martha R. Nowicki