**Email Subject Line:** **Customer Service Manager**

**Email message:**

**Dear Mr. Harrison,**

In the last year alone, I’ve built a customer service team from the ground-up, reduced the average customer representative call time by 2 minutes, and decreased customer churn by nearly 10% with an improved customer follow-up system. These experiences have prepared me for the role of Customer Service Manager at Company XYZ.

In my current role at ABC Inc., I oversee the day-to-day activities of a 30-person support team, using data to establish clear goals and objectives. I provide coaching and training to nurture a high-performance team. I’ve created a comprehensive customer service training manual to reduce the new-hire onboarding process from one month to two weeks. While managing the team, I also engage directly with customers. I resolve an average of 50+ escalated customer service issues per week and implement automation to make customer service processes faster and more efficient.

I am a great match for this role because I am both data driven and customer focused. I am passionate about motivating employees to achieve sales goals, and I am skilled at uncovering actionable insights with data to drive customer loyalty and provide outstanding customer care. As the Customer Service Manager at your company, I would dedicate myself to growing and empowering the support team to effectively solve customer pain points.

Thank you for your consideration. I’m excited to learn more about this opportunity from you.

**Sincerely,**

**(123) 456-XXXX**