

# GIANNA RIVERA

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CHLOE PATAKI, HIRING MANAGER  
CDK GLOBAL  
ORLANDO, FL 32801  
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Dear Chloe Pataki,

I am excited to apply for the call center representative position at CDK Global. With four years of hands-on experience in fast-paced call center environments, I have honed my ability to deliver exceptional customer service while efficiently managing inquiries and resolving issues. I am confident that my skills in technical support, conflict resolution, and customer retention will positively impact your team.

Throughout my career, I have developed strong proficiency in CRM platforms such as Salesforce and Zendesk, enabling me to maintain accurate customer data and streamline communication. My attention to detail ensures data entry accuracy, supporting team efficiency and service quality. Additionally, my in-depth product knowledge has allowed me to confidently assist customers, resulting in a 15% increase in first-call resolution rates at my current position. I also played a key role in training new hires on CRM best practices, improving onboarding efficiency by 25%.

My communication skills and empathetic approach have been key to building lasting customer relationships. I excel at de-escalating conflicts and turning challenging interactions into positive experiences, contributing to a 20% boost in customer retention over the past two years. By actively listening and understanding customer needs, I foster loyalty and satisfaction aligned with company goals. I am eager to bring this dedication and expertise to CDK Global and contribute to your continued success.

Thank you for considering my application. I look forward to the opportunity to discuss how my background and skills can benefit your team. I am enthusiastic about advancing my career in customer service and hope to grow within CDK Global. Please feel free to contact me at your convenience to schedule an interview.

Sincerely,  
Gianna Rivera