

Natalie Dunn

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Ms Rachel Imrie
Contact Centre Manager
Forth Valley Telecom
Kestrel House, 4 Pinkston Road
Glasgow G4 0BX

Dear Ms Imrie

Application for Team Leader, Customer Service (ref. FVT-TL-12)

I am applying for the Team Leader post in your customer service centre. I have five years in customer service, the last three as an adviser at Clydeway Energy, where I resolved 78% of contacts at the first contact last year against a team target of 70%.

I coach two new starters each quarter on our billing system. One struggled with payment plans, so we listened to her calls together each Friday, and within a month she was setting them up without help.

I handle complaints through our complaints procedure, set up payment plans under our vulnerable customer policy and call customers back on the day promised. As team leader I would run short daily huddles and share the calls that went well, not only the ones that did not.

My CV is attached. Thank you for considering my application.

Yours sincerely

Natalie Dunn