

SUZY SMITH

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July 30, 2015

Mr. John Brown, Executive Director
Families Forever
987 Broadway
Somewhere, CO 82000

Re: Customer Service and Operations Manager

Dear Mr. Brown:

I was very excited to read about the opening for a Customer Service and Operations Manager posted on your website. Your mission statement "To bring life changing skills to families so they can be strong and thrive" is in perfect step with my life and career goals. It is very motivating to see how many lives Families Forever has impacted over the years and I would love to be a part of your dynamic organization.

Listed below are some of your requirements and my qualifications for this position:

Graduate Degree, 10 years' professional, general management experience

- Two Master's degrees
- 20 years' general management background

Experienced in setting priorities, shaping processes, investing in people and systems, developing an infrastructure

- Proven project manager delivering tangible results on time and within budget
- History of assessing, developing and programming user friendly software and tracking tools resulting in operational efficient infrastructures
- Track record of investing in people through training, coaching and mentoring

Excellent communication and customer service skills

- Customer service focus in past management positions and known for improving customer relations through listening, assessing and implementing processes, monitoring performance measures and training a customer focused staff
- Demonstrated success in managing people and increasing operational efficiencies resulting in increased, consistent high customer satisfaction levels

Attached is my resume for your review which outlines my other qualifications for this position. Thank you for your time and consideration.

Sincerely,

Suzy Smith

Attachment: Resume