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TO

Clearline Telecom

Phoenix, 09.11.2026

Application for the position of Customer Service Team Lead

Dear Hiring Manager,

I am applying for the Customer Service Team Lead position in your Phoenix contact center. I have worked in telecom support for four years, the last eighteen months as a senior agent coaching new hires.

Your posting highlights first-contact resolution. On my current team I wrote the troubleshooting guide for our three most common billing calls, and our first-contact resolution on those calls rose from 64% to 81% while average handle time fell by ninety seconds. My own customer satisfaction score has stayed above 94% for six consecutive quarters.

I am applying to Clearline because you promote team leads from the floor. I want to lead people who are doing the job I did, and to keep taking calls myself on the busy days.

Thank you for your time. I would be glad to talk about how I coach new agents through their first month.

Sincerely,

Maria Santos