

[Your name]

[City] · [Phone] · [Email] · [LinkedIn or website URL]

[Date]

[Hiring manager's name]

[Job title]

[Company name]

[Address, if sending a formal letter]

Dear [Hiring manager's name],

I am writing to apply for the [Role] position at [Company name]. With six years' experience in customer operations across retail and logistics, I enjoy turning busy, complex workloads into smooth processes that customers notice.

In my current role, I coordinate a team of eight and look after rostering, supplier liaison and escalated customer issues across two sites. Last financial year I redesigned our returns process with the warehouse team, which shortened processing times and noticeably reduced customer complaints. I also introduced a simple weekly report that gives managers a clearer view of stock levels, and it is still in use today.

Your advertisement highlights stakeholder management and continuous improvement. I have built strong working relationships with drivers, suppliers and head office teams, and I am comfortable explaining changes to people at every level. I am also confident with spreadsheets, rostering software and inventory systems, and I pick up new tools quickly.

I am drawn to [Company name] because of its focus on reliable service and its growth in regional areas, where I have family ties and would be glad to work. I am an Australian citizen and can start after a four-week notice period.

Thank you for considering my application. I have attached my resume and would welcome the chance to discuss how I could contribute to your team.

Kind regards,

[Your name]