

[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 would like to apply for the [Role] position at [Company name], which I saw advertised on your website. I have spent the last five years in operations and customer support within the logistics sector, and I believe my experience of improving service processes would be useful to your team.

In my current role I manage a team of six support agents handling queries from retail and business customers across Ireland and the UK. I reorganised our shift rota and ticket categories, which shortened response times and reduced the number of complaints escalated to senior staff. I also produce weekly performance reports for the operations manager and run induction training for new starters.

I am keen to join [Company name] because of your reputation for customer care and your plans to expand your service centre. The advert mentions people management, reporting and a steady approach under pressure, and my CV sets out examples of each. I hold a Level 8 honours degree in business and a certificate in project management.

I hold Stamp 4 permission, so no employment permit would be needed, and my notice period is one month. I would welcome the chance to discuss the role with you and can attend an interview in person or online.

Thank you for your time and consideration.

Yours sincerely,

[Your name]