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13 November 2026

The Human Resources Manager
Infratel Africa
Nigeria

Dear Hiring Manager,

APPLICATION FOR THE POSITION OF CUSTOMER SERVICE REPRESENTATIVE

I am writing to apply for the position of Customer Service Representative at Infratel Africa, which I saw advertised on Omadaily. Infratel Africa is a respected name in telecoms, and I would welcome the chance to grow my career with your team.

I hold a B.Sc. Mass Communication from University of Nigeria, Nsukka, and I have 4 years of experience, most recently as a Customer Service Representative at Brightwave Services Ltd. In this role I answer 80+ calls and chats a day and meet the call-quality target, and I resolve 90% of complaints on the first contact.

I am excited by the role Infratel Africa plays in keeping Nigerians connected, and I enjoy fast-moving work where good service and reliable systems make the difference. I am also skilled in phone and chat support, complaint resolution and CRM systems.

I have attached my CV for your review. I would be glad to attend an interview at your convenience to discuss how I can contribute to Infratel Africa. Thank you for your time and consideration.

Yours faithfully,

(Signature)
Yetunde Bello

Free sample from omadaily.com. Edit it to fit your own experience.