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20 October 2026

Mr. Chinedu Okafor
Human Resources Manager
GreenLeaf Retail Ltd
25 Herbert Macaulay Way, Lekki, Lagos

Dear Mr. Okafor,

Application for Customer Service Representative Role

I am writing to apply for the Customer Service Representative role at GreenLeaf Retail Ltd. Your recent focus on improving first-contact resolution rates and customer satisfaction scores aligns perfectly with my passion for delivering exceptional support experiences. I am excited about the opportunity to contribute to a team that values clear communication and efficient problem-solving.

In my previous role at BrightPath Solutions Ltd, I handled an average of 45 customer inquiries per day while maintaining a 95% satisfaction rating. I successfully reduced average response time by 20% by implementing a new ticketing workflow, which directly supported the team's goal of faster service delivery. I believe this experience directly supports your need for a representative who can manage high volumes of queries with precision and empathy.

I would welcome the chance to discuss how I can contribute to your team. Thank you for considering my application.

Sincerely,
Yetunde Afolabi