Alex Morgan

Fictional applicant — cover letter demonstration

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Dear Hiring Team,

I am applying for the Customer Support Coordinator role at Harbour Desk Services. My customer service experience includes handling email and telephone enquiries, keeping records in Excel, and working with colleagues to follow up delivery questions.

At Willow Retail, I supported customers across email and phone and helped new starters learn the team's support process. These responsibilities connect with your need for clear customer communication, accurate records and a supportive team approach. My earlier role at Meadow Books also involved helping customers and handling till transactions.

I would welcome the opportunity to bring this experience to your team. Although I have not used Zendesk, I am interested in learning it and building on my existing record-keeping skills.

Thank you for considering my application. I would welcome a conversation about how my experience fits the role.

Yours sincerely,

Alex Morgan