

TAMARA ELLIS

Call Center Supervisor



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Detroit, MI

To Mr. Leonard Banks

CivicReach Call Center

Dear Mr. Banks,

I'm writing to express my interest in the Call Center Supervisor position at CivicReach. With over six years of experience in call center environments—two of those in a leadership role—I'm confident in my ability to guide a high-performing team and uphold service standards.

As a Team Lead at Reliant Answer Services, I supervised 15 representatives during the evening shift. I coordinated daily briefings, provided coaching, and monitored KPIs like first-call resolution, average handling time, and CSAT scores. Under my leadership, the team improved resolution time by 18% over three months and exceeded the department's quality goals.

I believe in leading with transparency and positive reinforcement. I held weekly one-on-one meetings, identified training needs early, and fostered an open-door culture where agents felt supported. I also worked closely with upper management to roll out a new quality assurance checklist that reduced customer complaints.

CivicReach's mission to serve both customers and community resonates deeply with me. I'd welcome the opportunity to support your agents and contribute to your continued success.

Best regards,

Tamara Ellis