

CUSTOMER SERVICE UPWORK PROPOSAL

HI DANE,

I HOPE YOU ARE DOING WELL TODAY!
IF YOU HAVEN'T FOUND THE RIGHT CANDIDATE YET! I WOULD APPRECIATE IT IF YOU GIVE MY PROPOSAL A CHANCE :)

I HAVE GONE THROUGH YOUR JOB POST AND READ IT CAREFULLY AND I AM THE RIGHT FIT FOR THIS ROLE. HERE IS WHY:

I AM A VERY CAPABLE COMMUNICATOR BOTH VERBALLY AND IN WRITING. I CAN ASSURE YOU THAT I AM EFFICIENT IN FAST-PACED ENVIRONMENTS AS IT SEEMS IN YOUR BEAUTY AND COSMETICS CLINIC. ANSWERING CLIENT ENQUIRIES, BOOKING AND RESCHEDULING APPOINTMENTS AND CUSTOMER FOCUSED TASKS BECAME A SECOND NATURE.

I WORKED IN CUSTOMER SUPPORT FOR MORE THAN 5 YEARS NOW. I'VE WORKED WITH SEVERAL CLIENTS IN DIFFERENT INDUSTRIES: HEALTH CARE, PROPERTY MANAGEMENT, AND E-COMMERCE. I HANDLED CUSTOMER ESCALATIONS AND PROVIDED EFFECTIVE RESOLUTION TO CLIENTS/CUSTOMERS. MANAGED HELPDESK TICKETS AND LIVE CHAT. CREATED DISCOUNT CODES AND PROCESSED REFUNDS AND RETURNS.

IF YOU HAVE ANY QUESTIONS I WOULD LOVE TO ANSWER THEM. I AM LOOKING FORWARD TO HEARING FROM YOU.

BEST REGARDS,
YOUR NAME

DESCRIBE YOUR RECENT EXPERIENCE WITH SIMILAR PROJECTS

THE MOST RELEVANT EXPERIENCE I HAVE TO THIS JOB POST IS MY RECENT HEALTH CARE CUSTOMER SUPPORT ROLE. IT WAS A GREAT EXPERIENCE AS I ENJOY TALKING TO PEOPLE AND BUILDING AND MAINTAINING GOOD PROFESSIONAL RELATIONSHIPS. BEING FRIENDLY, PROFESSIONAL AND TACTFUL MEANT MANY RETURNING CLIENTS AND REFERRAL TO THE COMPANY I WORKED WITH. I WAS RESPONSIBLE FOR ANSWERING CLIENTS' CONCERNS, APPROVING AND DENYING RESERVATIONS, CREATING REPLENISHMENT REPORTS AND HANDLING CLIENTS' COMPLAINTS.

2. WHAT IS YOUR CURRENT AVAILABILITY IN HOURS/WEEK?

I AM AVAILABLE TO WORK FROM 9:00AM TO 5:00PM AEST, 5 DAYS A WEEK.

3. WHAT CRM TOOLS DO YOU HAVE EXPERIENCE USING?

I USED SEVERAL TOOLS: MICROSOFT OFFICE, GOOGLE SUITE, TRELLO, AND SLACK.
AND CRM: HUBSPOT, ZOHO AND ZENDESK.